

Reviewed Nov 2025

FOOD SAFETY POLICY

PURPOSE

- To set out Age UK Cambridgeshire & Peterborough's (AUKCAP) policy and procedures relating to the handling and serving of food.
- To demonstrate AUKCAP has taken all reasonable precautions and exercises all due diligence to ensure that food is safe for consumption.
- To ensure that AUKCAP complies with the Food Safety Act (1990) and all relevant Food Standards Agency guidance.

SCOPE

This policy applies to all AUKCAP employees and volunteers, and to all activity where the handling, preparing, storing and serving of food and drinks to staff, service users and members of the public occurs.

Compliance with this policy is a mandatory requirement of AUKCAP.

- Food handling occurs across several AUKCAP services, as outlined in the table below:

Activity	Service/Location
Cooking, hot holding and serving of hot food to service users	Day Centres, Friendship Clubs
Chilled, frozen and ambient storage and serving of chilled and ambient food to service users	Day Centres, Friendship Clubs
Preparation and serving of hot and cold drinks to service users	Day Centres, Friendship Clubs, Wardens, Hospital Discharge, Sharing Time volunteers.
Delivery of food shopping to service user's homes	Wardens, Hospital Discharge,
Preparation of light snacks and heating of ready meals in service users' homes	Wardens, Hospital Discharge,
Preparation and serving of refreshments at events	Various services

The introduction of new food handling activities beyond those listed above will be subject to thorough hazard analysis by the relevant Service Manager in conjunction with the Health & Safety Team before an activity is permitted to take place.

- **Volunteers** for Wardens, Hospital Discharge, Sharing Time and Day Services are permitted to prepare and serve **hot and cold drinks only**.
- Services that provide food and refreshments on a regular basis, even if there is no charge, must register with the relevant local authority.

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POLICY

- AUKCAP will protect all service users, staff and members of the public from food-related illness and other harm arising from contamination.
- The charity is committed to the adoption of high standards of food hygiene and food preparation.

Roles and Responsibilities

Chairperson of Board of Trustees

- Has overall and final responsibility for food safety

The Board of Trustees

- Must ensure that AGEUKCAP's operations comply with all relevant food safety legislation
- Must review food safety standards through routine audits and health and safety reports

Employees must:

- Follow this policy and all related procedures to carry out food handling safely at all times
- Report any food hygiene concerns to their Line Managers
- Complete Food Safety training when required
- Report any illness or infection to their Line Managers immediately
- Inform their Line Managers if they have been ill while abroad or have fallen ill following their return to the UK for a trip abroad
- Check food packaging for allergens in the ingredients list
- Keep up to date with information relating to service users' allergies.

The Chief Executive (Deputy CEO in their absence)

Has executive responsibility for food safety services within AUKCAP, specifically:

- Ensuring the food safety policy and accompanying procedures are relevant and regularly reviewed
- Ensuring that personnel are competently conducting their roles
- Ensuring the Board of Trustees are kept informed of food safety matters including proactive initiatives, monitoring activities and reactive statistics
- Ensuring adequate resources are allocated to develop and maintain food safety standards

Head of Services must:

Oversee the operational implementation of food safety arrangements in the teams under their leadership, through the direction and support of their Service Leads and Team Leaders. Including but not limited to:

- Assisting with the selection of food suppliers where applicable

- Playing an active role in the investigation of any food complaints, allegations of food poisoning or non-compliance
- Overseeing the implementation of any corrective actions following internal food safety audits or external local authority inspections.

Service Leads and Team Leaders must:

Exercise day to day responsibility for the operational implementation of the food safety arrangements for the teams under their management. Including but not limited to:

- Ensuring their teams follow this policy and all related procedures and that any areas of non-compliance are addressed immediately
- Ensuring their teams complete Food Safety training as and when required
- Ensuring any food handlers within their team are fit to work following any illness or infection, particularly gastrointestinal infection, including exclusion if necessary and ensuring that medical clearance has been given where relevant.
- Selecting food suppliers using the guidance within this policy and addressing any concerns or shortcomings directly with the supplier when required
- Reporting and investigating any food complaints, allegations of food poisoning or non-compliance
- Implementing any corrective actions following internal food safety audits or external local authority inspections

The Health and Safety Manager must:

- Develop and maintain a food safety management system, including this policy, related procedures and associated documentation
- Support Line Managers and food handlers with the implementation of this policy and related procedures, and respond to reported food hygiene issues and concerns
- Support Line Managers in the investigation any food complaints or allegations of food poisoning from food/drink served by AUKCAP
- Communicate with the Environmental Health Authority as required
- Facilitate Food Safety training at induction and every 3 years thereafter
- Conduct annual documented due diligence checks of external food suppliers by monitoring the Environmental Health Service rating, and sharing findings with the relevant Line Managers
- Support Line Managers to conduct annual documented food safety audits/spot checks of all AUKCAP day centres

ARRANGEMENTS

Training

- All employees who handle food as part of their job role, and their line managers, will be given externally accredited Food Safety training appropriate to the level of food handling that their role requires.

- Training will be provided as soon as possible after induction and refreshed every three years in line with industry guidelines.
- New employees who do not already hold a current accredited Food Safety qualification will not be permitted to handle food, except the delivery of shopping, until the successful completion of their Food Safety training.
- Staff and volunteers will receive a written copy of this policy in their induction pack before beginning work.

Ill-health and Fitness to Work

- Food handlers are **prohibited** from handling food or entering a food-handling area where direct or indirect contamination of food is likely when they are:
 - suffering from or being a carrier of a disease likely to be transmitted through food
 - afflicted by infected wounds, skin infections, sores or diarrhoea
- All employees and volunteers must **report** their illness or symptoms immediately to their line manager if they are:
 - required to handle food (including preparation of drinks)
 - Required to touch food contact surfaces, such as dining areas at day centres, cutlery and crockery, even if they are not involved in food handling directly.
- Line managers will **exclude** anyone from food handling duties and food handling areas if they have symptoms of gastrointestinal infection and/or they have an area of infected skin that cannot be covered.
- Symptoms of gastrointestinal infection include:
 - Diarrhoea (defined as a change in bowel habit resulting in loose or liquid stools passed more frequently than normal)
 - Vomiting
 - Stomach cramps or pain
 - Nausea
 - Fever

Food handlers will not be permitted to return to work until a **minimum 48 hours** after symptoms have stopped of their own accord or 48 hours from the end of any treatment of the symptoms with medicine such as anti-diarrhoeal drugs.

- Full guidance must be sought by the employee and Line Manager from their medical professional and Health Protection Agency in advance of the employee's return to work/food handling:
 - where specific infections have been diagnosed by a medical professional, such as salmonella, campylobacter and E.coli
 - Where an employee has fallen ill after coming to the UK to work or returning from a visit abroad
- Where there is clear evidence of a non-infective cause of diarrhoea and/or vomiting such as:
 - morning sickness during pregnancy

- inflammation of the bowel (e.g., diverticulitis, ulcerative colitis, Crohn's disease)
- malabsorption syndromes (e.g. coeliac disease, cystic fibrosis)
- cancer of the bowel
- irritable bowel syndrome.

The employee or volunteer does not need to be excluded provided good personal hygiene is observed.

- A food handler who has someone in their household suffering from diarrhoea and vomiting should inform their line manager and take extra precautions, such as more stringent personal hygiene practices. If they start to feel unwell at work, they should report this immediately to their line manager and cease food handling.
- In the case of respiratory diseases, food handlers will be prohibited from working with food if they are unable to work without coughing or sneezing on open food
- Food Handlers with damaged skin or sores caused by injury or disease, must cover them with a brightly coloured waterproof dressing before handling food. If the cuts or sores cannot be covered, the food handler must inform the line manager and be excluded from food handling until they are healed.

Personal Hygiene

- All food handlers must keep their hands clean at all times.
- Hands must be washed with running water and liquid soap and dried with disposable paper towel or hot air dryer.
- **Disposable gloves are not a substitute for hand washing.**
- Hands must be washed at the following times:
 - After going to the toilet
 - Before handling food
 - Upon entering a food handling area
 - After coughing, sneezing, touching your face/hair, smoking.
 - After a rest break
 - After putting on or changing a first aid dressing.
 - After handling raw food, including eggs, and before handling ready to eat food.
 - After handling waste food and rubbish.
 - After cleaning or handling dirty cloths, crockery etc.
- Hand wash basins at day centres must be used for hand washing purposes only.
- A poster showing the correct techniques for hand washing will be displayed close to the hand wash basin for reference (see appendix 1).
- Fingernails must be kept short and clean
- False nails and nail varnish must not be worn by staff who are preparing food.
- All watches and jewellery excluding a plain wedding band, should be removed prior to hand washing before preparing food
- At day centres, a disposable apron must be put on immediately prior to preparing and serving food. The apron must be changed if other non-food handling activities, such as cleaning, administering first aid or going to the toilet, are to be carried out before returning to food handling

- Cuts or wounds on the hands must be covered with a waterproof dressing before food handling.
- Long hair must be tied back before entering a food handling area and kept tied back during all food handling activities.
- Smoking is not permitted anywhere on our premises. Food handlers who wish to smoke must ensure they do so away from the building, removing any protective clothing (such as gloves, aprons) prior to leaving the building. Food handlers must wash their hands and don fresh PPE when they return.
- Food handlers must not eat, drink or chew gum when handling food.

Selecting Food Suppliers

- Any food supplied to day centres will be obtained from reputable suppliers who are registered with their local environmental health department and who have a current 'scores on the doors' minimum rating of 3 indicating their hygiene standards are satisfactory.
- The H&S Manager will conduct annual documented checks of existing food suppliers to ensure their 'scores on the doors' continue to meet the required standards.
- Where a supplier's inspection rating falls below a rating of 3, the H&S Manager should review the inspection findings and support the Service Lead to seek an alternative supplier if there are significant concerns.
- When selecting a new supplier, the questionnaire in Appendix 2 should be completed by the Service Lead in person, with the support of the H&S Manager and retained electronically as part of AUKCAP's due diligence process.

Pest Control

- Steps must be taken to prevent pest infestation.
- Any food waste must be bagged and placed in lidded, secure bins as soon as possible to prevent attracting pests.
- Good housekeeping standards must be maintained at all AGEUKCAP venues; spillages must be dealt with immediately and all food must be stored off the floor and in pest-proof containers once opened.
- Any signs of pest activity at AGEUKCAP venues must be reported to the Line manager and building manager immediately
- Any food found to have signs of pest activity must be disposed of immediately.
- Records of pest control contractor visits and corrective actions taken must be retained for a minimum of 12 months.

Gifted & Donated Food

- Any donations of food must be from a reputable source, and all items must be stored, packed and transported in a hygienic way, packaging must be undamaged, and all items must be in date.
- Any donations of chilled or frozen food must be kept cold or frozen until delivered and returned to cold chain as soon as they have been delivered.

- If there is no delivery note with the donation, a record must be kept of any food donations including the source of donation, date of receipt, and the foods received.

Allergens

- All food handlers must be aware of how to find out if a food product contains an allergen and must understand the potential risks of serving an allergenic food product to a service user with a food allergy.
- Details of allergies must be documented on Charity Log for any service user attending a day centre or friendship club or receiving support from the Community Warden or Hospital Discharge services.
- All staff (permanent and relief) and volunteers must be informed of information regarding the allergy and emergency treatment required:
 - when the service user first accesses the service
 - following any changes to the information
- Where food items state that they may contain an allergen that a service user is allergic to, the food item must not be served to the allergic service user, and an alternative allergen free option must be offered.
- At day centres and friendship clubs, all foods must either be labelled when delivered or ingredient information obtained from the supplier.
- Food for a service user with a food allergy must be handled separately to any food containing the allergen to prevent cross-contamination, including use of separate, clean utensils, crockery and surfaces. Food handlers must wash their hands and change their gloves (if wearing) between handling food containing the allergen and food for the service user with a food allergy.
- Once opened, all foods must be labelled including any allergens present, then fully covered, resealed or placed into sealed containers to prevent cross-contamination during storage. Spillages in storage must be cleared up immediately and any food that has become contaminated by another food stuff must be disposed of.

SERVICE SPECIFIC PROCEDURES

COMMUNITY SUPPORT - WARDENS, HOSPITAL DISCHARGE

Shopping for Service Users

- Food items purchased on behalf of service users must be visually checked before purchase to ensure they are in date, with no signs of spoiling (discolouration, bloated packaging, signs of mould, rancid odour) and no signs of damage to the packaging.
- When purchasing items for a service user with a food allergy, packaging and/or shelf labels must be checked for allergen information prior to purchase. Items must not be purchased if they contain the relevant allergen.
- Chilled items purchased must be placed in the service user's refrigerator as soon as possible after purchase and items must not be out of refrigeration for more than 4 hours.

- Frozen items purchased must be returned to frozen storage as soon as possible after purchase and transported in suitable containers such as a cool box with ice packs to keep the temperature as low as possible.
- high-risk items such as ready to eat foods must be kept segregated from raw foods including meat and poultry when packing, transporting and unpacking shopping

Preparing Food for Service Users in their Homes

- Personal hygiene measures (detailed in the Food Safety Policy) must be followed before preparing food for service users in their homes.
- Only food that is in date and that has been correctly stored will be prepared for service users. Food will not be prepared where:
 - chilled foods have started to freeze in refrigeration
 - ready to eat foods have been stored in such a way that they have been contaminated through direct contact with raw meat, vegetables or salad
- Food to be cooked/reheated in a microwave is limited to ready meals
- Cooking or reheating of homemade meals or leftovers is prohibited.
- When cooking in the microwave or oven, the manufacturer's instructions must be followed including standing and stirring instructions, until food is piping hot (steaming) throughout.
- Hot food must be served immediately for consumption. Food must not be reheated.
- When making sandwiches for service users, ensure all utensils, equipment and preparation surfaces to be used are clean using hot water and detergent to clean them before use.
- Wash any fresh fruit, vegetables or salad in fresh, running water before preparation and consumption.
- Place any food prepared for consumption later that day, in clean containers and store in refrigeration in such a way that they cannot become contaminated by other foods.

Catering at Events

- Food supplied, sold or provided free of charge/for donation at charity or community events must comply with food law, be safe to eat and be in date.
- Any food and drink supplied must display full and clear information about any allergens they contain.
- All food handlers must have access to clean handwashing facilities at events. Where no handwashing facilities are available food handling will be prohibited.
- Raw and ready to eat foods must be kept apart, and any fresh fruit and vegetables must be washed.
- Food must be handled and served with tongs, cake slices or appropriate utensils.
- If food is to be cooked before serving, the manufacturer's cooking instructions must be followed to ensure food is piping hot before serving. A calibrated probe

thermometer must be used to check that a core temperature of 75 degrees Celsius is reached.

- Chilled food, including fresh cream fillings in cakes, must not be kept out of the fridge for longer than 4 hours; after this time chilled food should be disposed of.
- Home-made cakes may be served, provided the people who make them follow good food hygiene practices.:
 - Cake makers must wash their hands before cooking
 - All utensils, bowls, equipment and preparation surfaces must be clean
 - Recipes used must be from a reputable source
 - Recipes must not contain raw eggs in anything that will not be thoroughly cooked, such as icing or mousse.
 - Cakes kept in a clean, sealed container away from raw foods.
 - Any cakes or desserts containing fresh cream must be kept refrigerated
 - Cakes transported to the event must be contained in a clean, sealable container. Any cakes or desserts containing fresh cream must be returned to refrigeration within 4 hours.

DAY SERVICES

1. Deliveries

Hot Food Deliveries

- The time, date and details of the delivery contents must be documented on **Form 1**.
- Delivery notes must be dated and retained in the Food Safety folder for 6 months.
- Temperature checks of **25%** of the delivered hot food must be conducted and documented on **Form 1**.
- Hot food must be delivered at a temperature of above 63°C. If any of the meals sampled are below 63°C, **all meals** must be reheated to at least 75°.
- Reheated meals must be served immediately after reheating and not held in a warming trolley or left out to cool for any period of time.
- Meals must not be reheated more than once
- Hot food, delivered at a temperature of above 63° C, that is not going to be served immediately after delivery must be placed into hot holding (see below).

Frozen Food Deliveries

- The time, date and details of the delivery contents must be documented on **Form 2**.
- Delivery notes must be dated, include the vehicle's frozen area temperature and be retained in the Food Safety folder for 6 months.
- Temperature checks of **10%** of the delivered frozen food must be conducted by using an infrared thermometer to take the surface temperature of food items (food packaging does not need to be opened for this check).
- Frozen food must be delivered at temperature of -12° C or colder.

- the delivery must be rejected, if the surface temperature is warmer than –12
- Frozen food deliveries must be visually checked for:
 - expiry dates
 - signs of defrosting
 - signs of damage to the packaging.
- Any food beyond its expiry date, showing signs of defrosting or damaged packaging must be rejected.
- Frozen food must be placed into frozen storage immediately after delivery (see frozen storage below).

Cold Food Deliveries

- The time, date and details of the delivery contents must be documented on **Form 2**.
- Delivery notes must be dated and retained in the Food Safety folder for 6 months.
- Temperature checks of **10%** of the delivered chilled food must be conducted by using a temperature probe and documented on **Form 2**.
- Chilled food must be delivered at no more than 8°C (ideally between 2° and 5°)
- The delivery must be rejected if the chilled food is warmer than 8°C or colder than 2°C.
- Chilled food deliveries must be visually checked for:
 - use by dates,
 - signs of spoiling (discolouration, bloated packaging, signs of mould, rancid odour)
 - signs of damage to the packaging.
- Any food beyond its expiry date, showing signs of spoiling or damaged packaging must be rejected.
- Chilled food must be placed into pre-chilled storage immediately after delivery (see chilled storage below).

2. Shopping

- Food items purchased from local shops for use at the day centre should be visually checked before purchase to ensure they:
 - Are in date,
 - Have no signs of spoiling (discolouration, bloated packaging, signs of mould, rancid odour)
 - Have no signs of damage to the packaging.
- Chilled items purchased must be returned to refrigeration as soon as possible after purchase and must not be out of refrigeration for more than 4 hours.
- Frozen items purchased must be returned to frozen storage as soon as possible after purchase and should be transported in suitable containers such as a cool box with ice packs to keep the temperature as low as possible.
- If there are signs that the frozen food has started to defrost, such as softening or liquid coming out of it, the items must be disposed of.

3. Storage

Chilled Storage

- Refrigerators must operate between 1 and 5C. (to ensure chilled food is stored at below 8 C)
- The temperature of the fridge must be checked at the start of each day of operation by reading the dial, digital display or a fridge thermometer, depending on the type of fridge being used. This check must be documented on **Form 2**.
- Monthly checks must be conducted to ensure the temperature dial or display within the refrigerator is operating correctly. Use a disinfected temperature probe to check the temperature between items in different areas of the fridge and document your findings on **Form 4**.
- Refrigerators must not be overloaded to ensure cold air can circulate between food items effectively.
- Food must be organised to ensure raw foods are covered and are not placed above or next to high-risk/ready to eat foods.
- Daily checks of food kept in chilled storage to ensure they are in date, and any out of date or spoiled food removed and disposed of. This check should be documented on **Form 2**.
- Once food has been opened, it must be labelled with the date that it will be disposed on/by, based on the manufacturer's instructions.
- Any spillages in refrigerators must be cleaned up immediately.
- Fridges must be cleaned weekly to prevent cross-contamination of foods. Food must be removed from the fridge during the cleaning process.
- If the refrigerator is found to be operating above 5C or breaks down, food must be transferred to alternative refrigerated storage if available.
- If food feels warm to the touch or shows signs of spoiling, it must be disposed of.
- If food feels chilled and there is no alternative chilled storage available, the food should be used within 4 hours and then any remaining disposed of.

Frozen Storage

- Freezers must operate at a temperature of -18C or colder.
- The temperature of the freezer must be checked at the start of each day of operation by reading the dial, digital display or a freezer thermometer, depending on the type of freezer being used. This check must be documented on **Form 2**.
- Monthly checks must be conducted to ensure the temperature dial or display within the freezer is operating correctly. Use a disinfected temperature probe to check the temperature between items in different areas of the freezer and document your findings on **Form 4**.
- Freezers must not be overloaded to ensure cold air can circulate between food items effectively.
- Monthly checks of frozen food should be conducted and documented on **Form 4**, to ensure they are in date.

- Freezers must be defrosted (unless frost-free) and cleaned at least annually to ensure they operate efficiently. A record of the defrosting must be added to **Form 4**
- If the freezer is found to be operating at a temperature warmer than -18C, or it breaks down, food must be transferred to alternative frozen storage if available.
- If food shows signs of defrosting, such as soft, leaking liquid or warm to the touch, it must be disposed of.
- Defrosted food must not be re-frozen.

Ambient (dry food) Storage

- Ambient food must be stored in cool, dark places away from direct heat and sunlight. Food items must not be stored on or close to the floor, or with cleaning products, other chemicals or anything perfumed that may taint the food.
- Open food items stored in ambient (dry) storage must be kept in lidded, pest proof containers. Containers must either be labelled with the best before dates of the items stored within, or the original packaging of the food item must be retained to enable date checks to take place.
- Monthly checks must be conducted to ensure the food:
 - is in date
 - shows no signs of deterioration
 - Shows no sign of pest activity.
- Checks must be documented on **Form 4**.

Hot Storage (hot holding)

- Hot holding equipment (such as warming trolleys or ovens) must be pre-heated to a minimum of 63C before use and far enough in advance to ensure it has reached the desired temperature before food needs to be placed in it.
- Hot holding equipment is for storage of hot food only; food must already have been cooked thoroughly before being placed in the equipment.
- Hot holding of food is permitted for maximum of 2 hours only; after this time, food must be disposed of.
- The temperature of 25% of the food being served directly from hot holding must be checked using a disinfected temperature probe and must meet a minimum of 63C. This must be documented on **Form 1**.
- If any of the 25% sample has not reached 63C, the rest of the meals must then be checked.
- Any meals below 63C must be reheated to a minimum of 75C before serving using cooking equipment. This must be documented on **Form 1**
- Any meals previously reheated, must be discarded.

4. Cooking and reheating

Cooking from frozen, chilled or ambient

- Food handlers must follow manufacturer's cooking instructions and use preheated ovens.
- Once the food has been cooked for the required time, the temperature of 25% of the food must be checked using a disinfected probe thermometer
- Food must reach a minimum temperature of 75C for 30 seconds.
- If any of the sample fails to reach 75C the food must continue to be cooked until 75C is reached. This must be documented on **Form 3**.
- Serve food immediately after cooking or place the food into pre-heated hot holding equipment for a maximum of 2 hours (see Hot Storage above).

Reheating

- Ensure food is reheated in equipment that reheats/cooks' food effectively, and that the equipment manufacturer's instructions are followed.
- Preheat cooking equipment before reheating.
- If you are reheating food in a microwave, follow the product manufacturer's instructions, including advice on standing and stirring.
- Food must be reheated until piping hot (steaming) all the way through.
- Food may only be reheated once and should be served immediately or placed into hot holding once it has been reheated.
- Reheated food must be checked using a disinfected probe thermometer. This check should be documented on **Form 3**. Sample 25% of food items to ensure they have reached a minimum temperature of 75C for 30 seconds. If they have not reached this temperature, continue reheating until 75C is reached.

5. Serving ready to eat food

- Ready-to-eat foods are foods that will not be cooked or reheated before serving. These include salads, ready to eat meats such as ham, sandwiches, cheese, chilled desserts and sandwiches.
- Ready to eat foods should be kept separate from raw meat, poultry and eggs, and should be kept covered prior to serving.
- Follow the manufacturer's instructions on how to store and prepare the food, if available.
- Ready to eat food must not be used after its use-by date. If you no longer have the original packaging, the food covering or container should be labelled to indicate when the food should be disposed of.

6. Thermometer use and calibration

- Probe thermometers should be used for all temperature checks, except frozen food checks where an infrared thermometer can be used to take surface temperatures.
- Probes should be cleaned and disinfected using food-safe products/hot water and detergent between each use to prevent cross-contamination.
- When taking temperatures, allow the display to stabilise before taking a reading. Ensure the probe has been inserted for the required amount of time, if specified above (e.g., 75C for 30 seconds for cooking and reheating).
- Probes should be calibrated monthly, using the manufacturer's instructions if available. If they are not available, you must calibrate the probe by placing it in iced water and checking for a reading between -1C and 1C or placing it in boiling water and checking for a reading of 99C and 101C. If the reading is outside this range, the probe needs replacing. This monthly check needs to be documented on **Form 4**.
- To prevent damage to the probe, ensure it is not left inside a fridge or freezer or on hot surfaces. When it is not in use it should be stored safely away from extreme temperatures and liquids and kept in its case if it has one.

7. Summary of Day Services Checks & Documentation

Check	Frequency	Required Temp/Time	Documentation
Hot food delivery	Every delivery	Minimum 63C	Form 1
Hot holding	Every time	Minimum 63C, maximum 2 hours	Form 1
Chilled food delivery	Every delivery	Between 2C and 8C	Form 2
Frozen food delivery	Every delivery	Colder than -12C	Form 2
Chilled food storage (dates and temperature display)	Daily	Between 1C and 5C	Form 2
Frozen food storage (dates and temperature display)	Daily	Colder than -18C	Form 2
Cooking	Every time	Minimum 75C	Form 3
Reheating	Every time	Minimum 75C	Form 3
Ambient storage (dates)	Monthly	n/a	Form 4

Thermometer probe calibration	Monthly	Between -1 and 1C for iced water check. Between 99 and 101C for boiling water check.	Form 4
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8. Cleaning

- Follow manufacturers' instructions on how to safely use cleaning chemicals. Only use cleaning products that are in their original container, with no signs of damage, expansion or deterioration. Never mix cleaning chemicals or decant into different containers.
- Reusable cleaning cloths, dish cloths and tea towels should be allowed to be dried between uses because dirty, damp cloths allow bacteria to breed. Cloths and towels should be changed and laundered when dirty or soiled.
- Wash/wipe and disinfect work surfaces and equipment thoroughly between tasks, and surfaces that are frequently touched (such as door handles, sinks and taps) regularly during the day. Remove food from the area to be cleaned and ensure it is covered before proceeding.
- All spillages should be cleaned up as soon as possible, and any rubbish disposed of promptly.
- Plates, cutlery and dishwasher-proof utensils should be washed in a dishwasher wherever possible. In the event of a dishwasher breakdown, items should be washed in hot soapy water (using diluted detergent) to remove grease, food debris and dirt. They should then be rinsed in hot, clean water and allowed to air dry or dried with a clean disposable cloth.
- Fridges should be cleaned regularly, at a time when they do not contain much food. Transfer food to another fridge or safe cold area and keep it covered while cleaning takes place.
- Items that do not touch food should also be cleaned regularly, such as microwaves, dry food storage areas and floors.
- New employees and volunteers should be briefed on what to clean and when, which cleaning products and cloths to use and the correct techniques to use, when they first start working at the day centre.

9. Visits By Inspectors

- Environmental Health Officers may visit AUKCAP premises to carry out food safety inspections, looking at areas such as hygiene, temperature controls and food storage. This would involve checking records, observing any food handling and speaking to staff to check their knowledge. Inspections may be routine or reactive, for example following an incident or complaint.
- EHOs and other enforcement officers have legal powers to enter the premises to carry out an inspection, and they should not be denied access.

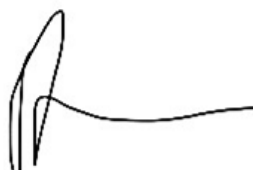
- Staff should be polite and courteous during any inspection and provide any information or records to the officer when requested.
- The officer may require action to be taken straight away to correct an issue they have found; staff should ensure they fully understand what is being asked of them and that any requests for action are complied with.
- Following the visit, the Service Manager and H&S Manager should be informed of all findings and recommendations as soon as possible. The officer may send a report or letter via the post; this should be shared with the Service Manager and H&S Manager as soon as it is received.

Monitoring

- This policy will be reviewed every 36 months.

Food Safety Policy approved: February 2026

Signed by Chair of Trustees:



Version Control Tracker

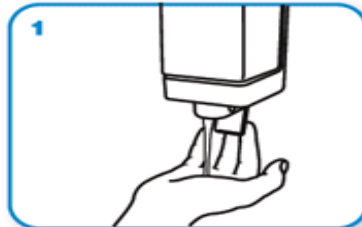
VERSION	DATE	AUTHOR	COMMENTS
1.0	April 2022	H&S Manager	New policy.
2.0	May 2024	H&S Manager	Updates to HSW food handling activities.
3.0	September 2025	H&S Manager	Scheduled review Roles and Responsibilities aligned with changes in H&S policy Service specific procedures separated from policy

APPENDIX 1: HANDWASHING GUIDANCE

- Clean your hands regularly; follow the images below for the correct technique.
- Wash your hands with soap and water and dry them thoroughly using disposable paper towel.
- Washing your hands properly takes about as long as singing "Happy Birthday" twice.



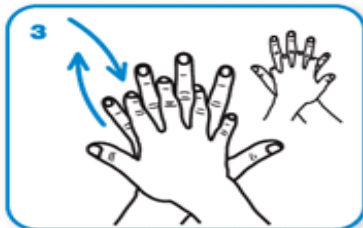
Wet hands with water



apply enough soap to cover all hand surfaces.



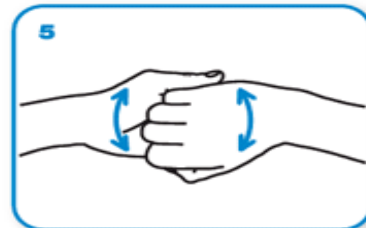
Rub hands palm to palm



right palm over left dorsum
with interlaced fingers
and vice versa



palm to palm with fingers
interlaced



backs of fingers to opposing
palms with fingers interlocked



rotational rubbing of left thumb
clasped in right palm
and vice versa



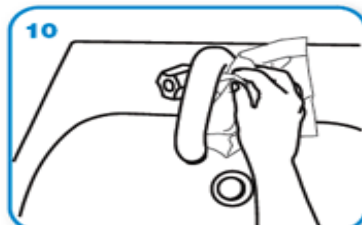
rotational rubbing, backwards
and forwards with clasped
fingers of right hand in left
palm and vice versa.



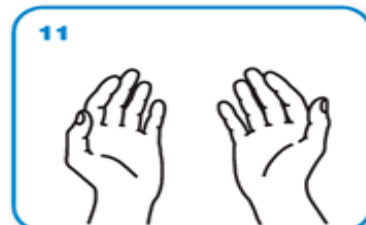
Rinse hands with water



dry thoroughly with a single
use towel



use towel to turn off faucet



...and your hands are safe.

APPENDIX 2: SELECTING EXTERNAL FOOD SUPPLIERS

To be completed in person by the Day Centre Service Lead

Retain questionnaire and any supporting documentation for 24 months.

Name of proposed supplier:

Address:

Contact telephone number:

Questions to ask proposed supplier before agreeing contract:

1. Is the supplier registered as a food business with their local authority? Check the local authority's website to confirm this is the case.
.....
2. What is their latest food hygiene rating and when was this given? Check the Food Standards Agency website to confirm this is the case.
.....
3. If the inspection raised any concerns, how have these been addressed since the inspection?

.....
4. Has the supplier been subject to any formal enforcement action from local authorities in the past 5 years? If so, what happened and what has been done to correct any issues?

.....
5. Does the supplier have any certification or quality assurance?

.....
6. Has the supplier given you a copy of their food safety policy or food safety management system?

.....
7. What level of food safety training has their staff received and how often is this refreshed?

.....

8. Does the supplier provide information about allergens? How is the information supplied? In advance or at delivery? Allergens and ingredients displayed on packaging or supplied alongside the food?

.....

9. Does the supplier provide a delivery note and/or fully referenced invoice for traceability purposes?

.....

10. Does the supplier store, prepare and transport their food in a hygienic manner?

.....

11. Are independent customer reviews of the supplier available and have these been checked?

.....

12. Will the food be delivered hot? If so, how will the temperature of food be maintained during transit and how long will the food be in hot holding for before it is delivered?

.....

13. Will the food be delivered chilled/frozen? If so, how will the temperature of food be maintained during transit and how long will the food be out of refrigeration for before it is delivered?

.....

14. Will the food supplier conduct temperature checks upon delivery or wait for Age UK to conduct temperature checks before accepting the delivery?

.....

15. Are gluten-free, dairy-free or vegetarian/vegan options available if required?

.....

Appendix 3: Age UK Cambridgeshire & Peterborough Day Centres Hazard Analysis (HACCP)

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
DELIVERY	Delivery of prepared food (hot/chilled/frozen)	Bacterial multiplication Microbiological, physical or chemical contamination Allergen management	Source from reputable supplier Food to be delivered within date and within correct temperature parameters. Ingredients including allergens labelled. Return items to hot holding/cold storage/frozen storage as applicable as soon as they are delivered.	8° for chilled foods -13° for frozen foods Minimum 63° for hot food. Food within use by dates.	Delivery notes retained for 6 months If no delivery note, record food delivered, date and time of delivery and supplier name. Temperature check of 25% of hot or chilled delivered food using disinfected thermometer. Surface temperature check of 10% of frozen food. Documented on Form 1 (hot food) and Form 2 (chilled/frozen food). Visual check of use by/best before dates Check labels for SU highlighted allergens	Reheat hot food to 75°C before serving immediately. Reject frozen delivery if warmer than -12°C. Reject chilled delivery if warmer than 8°C or colder than 2°C. Reject delivery if signs of damage, tampering, spoiling, food beyond use by date or no ingredients/allergen information available either on product or made available separately with product.
PROCURE	Purchase of ambient food	Bacterial multiplication	Purchased from reputable supplier.	Food within by dates	Visual checks of use by/best before dates	Do not purchase/ dispose of if signs of

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
		Microbiological, physical or chemical contamination Allergen management	Food to be within date with no signs of damage or spoiling. Ingredients including allergens labelled.		Visual check for signs of damage or spoiling. Check labels for allergens if applicable to service users at day centre.	damage, spoiling or out of date or no ingredients/allergen information.
	Purchase of chilled/frozen food	Bacterial multiplication Microbiological, physical or chemical contamination Allergen management	Purchased from reputable supplier, in date and undamaged. Returned to cold chain as soon as possible after purchase. Check labels for allergens if applicable to service users at day centre.	Food within use by dates.	Visual checks of use by/best before dates Visual check for signs of damage, warming/defrosting or spoiling. Check labels for allergens if applicable to service users at day centre.	Do not purchase/dispose of if signs of damage, spoiling or out of date or no ingredients/allergen information.
STORAGE	Storage of chilled food	Bacterial multiplication Microbiological, physical or chemical contamination	High risk foods segregated from low-risk foods Open foods labelled with date of disposal.	Target temperature of 1-5C for chilled storage. Food within use by dates.	Daily visual check of fridge temperature (dial/display). Documented on Form 2.	In the event of fridge breakdown, food moved to alternative chilled storage or used within 4 hours. If food feels warm to

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
		Allergen management	<p>Food to be covered.</p> <p>Fridge operated at correct temperature.</p> <p>Foods disposed of when out of date.</p>		<p>Daily check of food dates in chilled storage. Documented on Form 2.</p> <p>Monthly check of chilled storage temperature using temperature probe. Documented on Form 4.</p> <p>Regular cleaning of chilled storage – food removed before cleaning.</p>	<p>the touch, it must be disposed of.</p> <p>Dispose of out-of-date food or food open beyond manufacturer's instructions.</p> <p>If fridge operating outside of temperature parameters, reduce storage, check for leaks, dirt on condenser coils and damage to seals. Repair or replace chilled storage.</p>
	Storage of ambient food	<p>Bacterial multiplication</p> <p>Microbiological, physical or chemical contamination</p> <p>Allergen management</p>	<p>Open foods stored in pest-proof, lidded containers.</p> <p>Original packaging retained or container labelled with best before date of product and list of allergens.</p> <p>Foods disposed of when out of date.</p> <p>Allergen-free (e.g., gluten free)</p>	Food within best before dates.	<p>Monthly check of food dates in ambient storage. Documented on Form 2.</p> <p>Monthly visual checks of ambient storage for signs of pest activity or deterioration.</p>	<p>Dispose of any foods beyond best before date or where there are signs of damage, deterioration or pest activity.</p> <p>Contact competent pest control contractor if signs of pest activity.</p>

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
			products stored separately to allergenic products.			
	Storage of frozen food	<p>Bacterial multiplication</p> <p>Microbiological, physical or chemical contamination</p> <p>Allergen management</p>	<p>Freezer operated at correct temperature.</p> <p>Foods disposed of when out of date.</p> <p>Food stored in original packaging.</p> <p>Defrosted food is not re-frozen.</p>	<p>Target temperature of -18C or colder for frozen storage.</p> <p>Food within use by dates.</p>	<p>Daily visual check of freezer temperature (dial/display). Documented on Form 2.</p> <p>Monthly check of food dates in chilled storage. Documented on Form 4.</p> <p>Monthly check of frozen storage temperature using temperature probe. Documented on Form 4.</p> <p>Regular cleaning of frozen storage – food removed before cleaning.</p>	<p>If freezer breaks down or is too warm, food to be transferred to alternative frozen storage if available. Dispose of food if it has started defrosting or is warm or soft to the touch.</p> <p>Dispose of out-of-date food.</p>
	Storage of hot food (hot holding)	<p>Bacterial multiplication</p> <p>Microbiological, physical or chemical contamination</p> <p>Allergen management</p>	<p>Warming equipment preheated before food placed in it.</p> <p>Hot food at correct temperature when placed into hot holding</p>	<p>63°C or above during hot holding.</p> <p>Hot holding for maximum of 2 hours.</p>	<p>Time recorded when placed into hot holding and when served. Documented on Form 1.</p> <p>Temperature check of food being served from hot holding</p>	<p>If food is not hot enough, reheat until it reaches 75° then serve immediately. Food can only be reheated once.</p> <p>Check temperature that warming</p>

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
			Food not served within 2 hours is disposed of. Separate utensils used for allergen-free products if allergic service user at day centre.		(min 2 items) using disinfected tip thermometer. Documented on Form 2 . Monthly calibration of thermometer. Documented on Form 4 .	equipment is set to and increase it if necessary.
PRODUCTION	Cooking from frozen, chilled or ambient	Bacterial multiplication Microbiological, physical or chemical contamination	Ovens preheated before cooking. Manufacturer's cooking instructions followed. Food served immediately once temperature reached or placed into hot holding for maximum 2 hours. Separate utensils used for allergen-free products if allergic service user at day centre.	75C for 30 seconds.	Temperature check of 25% of food cooked using disinfected temperature probe. Documented on Form 3 .	If below 75, continue cooking until temperature reached.
	Reheating	Bacterial multiplication Microbiological, physical or chemical contamination.	Ovens preheated before reheating. Manufacturer's reheating	75C for 30 seconds.	Temperature check of 25% of food cooked using disinfected temperature probe.	If below 75, continue reheating until temperature reached.

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
		Allergen management	<p>instructions followed.</p> <p>Food served immediately once temperature reached or placed into hot holding for maximum 2 hours.</p> <p>Food only reheated once.</p> <p>Separate utensils used for allergen-free products if allergic service user at day centre.</p>		Documented on Form 3.	

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
SERVICE	Serving food and drinks	<p>Bacterial multiplication</p> <p>Microbiological, physical or chemical contamination</p> <p>Allergen management</p>	<p>Chilled food kept in refrigeration until serving.</p> <p>Foods kept covered.</p> <p>Clean crockery, cutlery and utensils used.</p> <p>Food located away from potential contaminants.</p> <p>Allergy-free foods served separately to allergenic foods, with separate utensils used for serving if allergic service user at day centre.</p>	<p>Chilled foods to be kept out of refrigeration for no more than 4 hours.</p> <p>Hot food served immediately once removed from hot holding/ovens.</p>	Visual/time checks.	<p>Any contaminated foods disposed of.</p> <p>Any leftover chilled food not served to be returned to refrigeration if out for less than 4 hours or disposed of if out of refrigeration for 4 or more hours.</p> <p>Any leftover hot food disposed of.</p>

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
CLEANING WASTE MAINTENANCE	Cleaning procedures and equipment	Bacterial multiplication. Microbiological, physical or chemical contamination	Follow manufacturer's instructions on cleaning products. Remove food from area before cleaning and ensure it is covered. Clean work surfaces and equipment thoroughly between uses. Use dishwasher to clean plates, cutlery and utensils where possible.	Spillages cleared up immediately. Reusable cloths and towels allowed to air dry between uses. Reusable cloths and towels replaced and laundered when soiled or dirty.	Visual checks.	Clean and disinfect all equipment. Retrain staff. Increase supervision.
	Premises and maintenance	Bacterial multiplication. Microbiological, physical or chemical contamination	Breakdowns, faults or damage reported to building manager promptly and food handling relocation if there is a risk of contamination. PPM program in place for buildings owned and managed by Age UK CAP.	Premises maintained in good condition.	Visual checks.	Relocate food handling away from damage if appropriate. Repair or replace faulty or damaged equipment.

	1. Process/Step	2. Hazard	3. Control Measures	4. Critical Limits	5. Monitoring & Documentation	6. Corrective Actions
	Waste and pest control	Bacterial multiplication. Microbiological, physical or chemical contamination	Removal of waste promptly at the end of each operating day. Evidence of pest activity reported to building manager and H&S manager promptly.	No pest activity in food handling or serving areas.	Visual checks.	Remove rubbish, clean and disinfect area and re-train staff. Instruct pest control contractor to attend property. Dispose of any food found to have evidence of pest activity or stored in an area where evidence of pest activity has been found.

Food Safety Form 1: Hot Food Delivery and Storage

For Day Services use only.

DATE	DELIVERY				HOT HOLDING				
	TIME OF DELIVERY	TEMPERATURE OF 25% SAMPLE & FOOD TYPE (e.g., soup 76C, veg main 78C.)	IF BELOW 63, ACTION TAKEN: A: REHEATED TO 75C B: REJECTED OR DISPOSED OF	INITIALS	TIME FOOD PLACED INTO HOT HOLDING	TIME REMOVED FROM HOT HOLDING (TIME IN HOT HOLDING MUST NOT EXCEED 2 HOURS)	TEMPERATURE OF 25% SAMPLE	IF BELOW 63C, ACTION TAKEN: A: REHEATED TO 75C B: DISPOSED OF	INITIALS

This record must be retained for 6 months.

Food Safety Form 2: Chilled and Frozen Food Delivery and Storage

For Day Services use only.

DELIVERY					CHILLED & FROZEN STORAGE					
DATE	TIME OF DELIVERY	TEMPERATURE OF 10% SAMPLE	IF WARMER THAN -12c (FROZEN) OR WARMER THAN 8C/COLDER THAN 2C (CHILLED), ACTION TAKEN: A: REJECTED OR DISPOSED OF B: OTHER (PLEASE STATE)	INITIALS	DATE	CHILLED STORAGE CHECKED FOR OUT OF DATE OR SPOILED FOODS?	FINDINGS (e.g., 3 out of date yoghurts disposed of)	TEMPERATURE DISPLAY/DIAL OF CHILLED STORAGE CHECKED Enter temperature/dial number below. Temperature should be between 1 and 5C..	TEMPERATURE DISPLAY/DIAL OF FROZEN STORAGE CHECKED Enter temperature/dial number below. Temperature should be -18C or colder.	INITIALS

This record must be retained for 6 months.

Food Safety Form 3: Cooking & Reheating

For Day Services use only.

COOKING FROM FROZEN, CHILLED OR AMBIENT					REHEATING FROM CHILLED				
DATE	ITEM COOKED (e.g., frozen ready meal, tinned baked beans, fresh soup)	TEMPERATURE OF 25% SAMPLE	IF BELOW 75C, CONTINUE COOKING UNTIL CORRECT TEMPERATURE REACHED TEMPERATURE OF 25% SAMPLE AFTER ADDITIONAL COOKING:	INITIALS	DATE	ITEM REHEATED (e.g., soup, mixed vegetables)	TEMPERATURE OF 25% SAMPLE	IF BELOW 75C, CONTINUE REHEATING UNTIL CORRECT TEMPERATURE REACHED. TEMPERATURE OF 25% SAMPLE AFTER ADDITIONAL COOKING:	INITIALS

This document should be retained for 6 months.

Food Safety Form 4: Monthly Checks

For Day Services use only.

MONTHLY THERMOMETER CALIBRATION				AMBIENT & FROZEN EXPIRED FOODS CHECK				CHILLED/FROZEN STORAGE TEMPERATURE CHECK		
DATE	HOT WATER CHECK <i>Insert probe into boiling water and record temperature below. Temperature should be 99-101C.</i>	ICED WATER CHECK <i>Insert probe into iced water and record temperature below. Temperature should be between -1 and 1C.</i>	INITIALS	DATE	AMBIENT & FROZEN FOOD STORAGE CHECKED FOR OUT OF DATE OR SPOILED FOODS?	FINDINGS <i>(e.g., 1 packet out of date biscuits disposed of)</i>	INITIALS	FROZEN STORAGE CHECK <i>Use probe to check temperature and enter temperature below. Temperature should be colder than -18C.</i>	CHILLED STORAGE CHECK <i>Use probe to check temperature and enter temperature below. Temperature should be between 1 and 5C.</i>	INITIALS

This record must be retained for 6 months.