

Colinsburgh Galloway Library Community Café

Volunteer Guidance Document



Version 0.6 (changes from v0.5 are highlighted in yellow)

Date: 22/02/2023 13:5607/03/2023 13:48:00

Filename: Colinsburgh Galloway Library Community Cafe Guidance v0.6.docx

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Why we need this document and its purpose

In September 2022 the Colinsburgh Community Café and Fridge established a weekly ‘Soup and a Blether’ café in the Galloway Library on Main Street in Colinsburgh. The objective of the café was to provide high quality, sustainable, and affordable service of homemade soups and baking, with refreshments, to residents of Colinsburgh and the wider public, and in doing so provide a focus for community interaction whilst also generating income to support the continued viability of the library.

Because the café is a food operator targeted at the general public it is vitally important that the café complies with relevant Scottish food safety legislation and guidance and, in particular, ensures that food handlers control food safety hazards. It is also important that the café is run effectively and is perceived by customers to be a high-quality operation.

To help achieve these goals Scottish Food Safety guidance recommends that food operators establish guidance documentation and records to demonstrate how they comply consistently with the law and best practices, proportionate to the food operation’s scope.

This document is designed to satisfy the above requirement. In particular, it provides a single and transparent source of reference for the activities and responsibilities involved in running the café. The document contains best practice guidance, checklists, and standard operating procedures.

Whilst most of the content is recommended best practice, which is not intended to be rigidly followed, certain sections that detail how to control critical food safety hazards that could lead to serious illness or death are mandated. Where this is the case, the content is highlighted in red.

All volunteers involved in running and supporting the café will be given a copy of this document and be asked to familiarise themselves with its contents. A record will be kept that they have done this as part of necessary due diligence.

This document is owned by the Colinsburgh Community Café and Fridge (CCCF) which is responsible for ensuring its contents are relevant and up to date.

Section 1 - Weekly cycle and key roles

The list below details what should happen in a typical week to support the safe, efficient, and effective operation of the Colinsburgh Community Café:

When	Who	What
Tuesday (during day)	Rota Lead	Check rota slots for the following Friday are fully populated, and seek volunteers for any unfilled slots (Section 2 – Rota)
Tuesday (by 5 pm)	Rota Lead	Publish the completed rota for Friday on WhatsApp group (Section 2 – Rota)
After a Friday session and before the next one	Inventory Lead (and/or delegated volunteers)	Check the inventory requirement list and arrange for the acquisition or purchase of any requirements, including bread if not being baked (Section 3 – Inventory)
Before 11:30 Friday	Inventory Lead	Notify volunteers via WhatsApp that the Inventory is complete for the café session
Before 11:30 Friday	Cake and Soup makers; bread roll delivery	Make and deliver cakes and soup (and bread rolls if baked)
Friday (11:30 to 16:00)	Shift volunteers	Opening Up, Running and Closing Down the café (Sections 4, 5 & 6 respectively)
After a Friday session and before the next one	Finance Lead	Take and cash-in café income and prepare and leave the float for the following week (section 7)

Ideally, a lead person should be accountable for the following roles and can delegate delivery responsibilities to identified individuals.

The current allocation of accountabilities and responsibilities is:

Role	Accountable person	Delegated responsible person(s)
Rota Lead	Linda Walker	Brent Walker
Inventory Lead	Brent Walker	Sue Rabjohns
Finance Lead	Karen Wilkinson	Sue Rabjohns

Section 2 – Rota

1. The Rota Lead is responsible for ensuring that all volunteer rota slots are filled for each Friday café session and publishing the rota across the volunteer community.
2. The rota will describe who will be baking cakes/bread, making soups, what the cakes and soups will be (to prevent the same soups/cakes being made for a single session) and who will open, run and close down the café session.
3. The rota will be maintained using an Excel spreadsheet table (see example inserted below).

SOUP AND BLETHER CAFÉ ROTA																	Nov-22	
Name	04-Nov-22				11-Nov-22				18-Nov-22				25-Nov-22					
	Soup	Cake	11.30 - 13.30	13.30 - 16.00	Soup	Cake	11.30 - 13.30	13.30 - 16.00	Soup	Cake	11.30 - 13.30	13.30 - 16.00	Soup	Cake	11.30 - 13.30	13.30 - 16.00		
Sue Rabbjohns	YES			YES	pepper & pikin	biscotch banana	YES											
Laura Hobday																		
Kate McKenna			YES								YES							
Karen Wilkieson				YES	YES Lentil & Veg		YES						Yes			YES		
Alison Marshall						Bramble									YES			
Marion Howie			YES					Yes	Parsnip & leek		Yes							
Linda Walker						YES								Coffee & walnut		YES		
Brent Walker														Chickpea & veg				
Joan Creevy															YES			
Anne Forgie																		
Ian Forgie																		
Meg Logan																		

4. The Rota Lead and nominated, delegated deputies will be the owners and only editors of that document to avoid transcription or file versioning errors.
5. The Rota Lead will use their best judgement to proactively seek volunteers for the following roles which need to be filled each week.
 - Cake 1 baker (deliver cooked cake/bread by 11:30 on Friday)
 - Cake 2 baker (deliver cooked cake/bread by 11:30 on Friday)
 - Soup 1 maker (deliver cooked soup by 11:30 on Friday)
 - Soup 2 maker (deliver cooked soup by 11:30 on Friday)
 - First shift volunteers (2 individuals to open and run the café from 11:30 to 14:00)
 - Second shift volunteers (2 individuals to run and close the café from 14:00 to 16:30)
6. The Rota Lead should aim to complete the rota at least one month ahead, so for example, during the last week of a calendar month (e.g. September), they will be looking for volunteers to fill the weekly roles for the next plus one calendar month (e.g. November).
7. Once a volunteer has been confirmed, the rota Lead should enter the volunteer's name into the spreadsheet.
8. Each Tuesday morning before the Friday café session, the Rota Lead will review the spreadsheet and if there are any gaps for any of the roles for the Friday session, the Rota

Lead should contact the list of possible volunteers via the WhatsApp group or other means as required, to seek volunteers for the empty slots. If there are any gaps, they should aim to have a fully filled rota by 5 pm on Tuesday.

9. The Rota Lead should take a photo of the rota and publish it via the WhatsApp Group during Tuesday evening.
10. Following publication, it is recommended that the volunteers for the Friday session confirm, via the WhatsApp group, that they will be carrying out their role on that Friday.
11. If anyone included in the published rota are unable to attend their slot for whatever reason, they must make best endeavours to arrange for another volunteer to cover their shift. If no replacement volunteer is available, the other individuals on the rota will agree whether or not the café session should go ahead or be cancelled.

Section 3 – Inventory

1. The Inventory Lead is responsible for compiling the list of food and non-food items (including equipment) that needs to be available in the café for each Friday session (the 'inventory') and ensuring that these items are available in the library before each session.
2. The current list of inventory items is noted in appendix one. The list describes what the item is (e.g., napkin) and the number of items needed for a session. For some items, it also indicates the recommended unit of purchase (e.g., one 250 gm pack), any quality considerations (e.g. paper, colour) and recommended or mandated source (e.g. Aldi).
3. During each Friday café session, the shift volunteers should note which inventory items are running low (in this instance 'running low' means there is insufficient stock for the next café session), or if any equipment needs to be replaced because it is lost, faulty or broken. The volunteers should note these items on the whiteboard in the library kitchen.
4. At the end of the café session, one of the second shift volunteers should take a photo of the whiteboard with any listed items and publish it on the WhatsApp group as part of Closing Down. The Inventory Lead should confirm, via the WhatsApp group, that they have seen the list and will be actioning it. If there are no required items, a second shift volunteer should note this via WhatsApp, so the Inventory Lead is aware that no action is required.
5. The Inventory Lead should arrange for the purchase of any items on the list and ensure that these items have been placed in the appropriate place in the library prior to 11.30 am on Friday. The Inventory Lead may choose to delegate purchase responsibilities as required and/or purchase the items themselves. People purchasing items should seek reimbursement for costs incurred from the Finance Lead as required (see section 7.3).
6. People replenishing items for the inventory should remove the item from the whiteboard when the item is replaced.
7. The Inventory Lead should confirm via the WhatsApp group that the inventory is fully stocked for the following Friday session.
8. The Inventory Lead should also compose a brief posting about the café and what's being served etc. and put this on the Colinsburgh and Kilconquhar Community Facebook page by 6 pm on the Thursday evening before a café session.
9. The inventory Lead should review the list of inventory items from time to time and seek views from all volunteers on whether items need adding, changing, or removing from the list. All volunteers should also proactively make suggestions on the list as they see fit via the WhatsApp group.

Section 4 – Opening Up

1. This section details the process and activities that the 2 shift volunteers are responsible for *before* the café serves food and drinks to customers.
2. The prime purpose of this activity is to ensure that the café can open for business at the required time and be ready to provide the expected level and quality of service to customers.
3. These activities should take about 30 minutes, so the process should start no later than 11:30 am, although if volunteers feel that they need more time they can start the process sooner.
4. All volunteers involved in this activity should ensure that they adhere at all times to the following Standard Operating Procedures:
 - a. Personal hygiene and food safety (appendix 2)
 - b. Handling facilities and equipment (appendix 3)
 - c. The flow of food (appendix 4)
 - d. Volunteers must also follow the Incident Management process (appendix 6)
5. Volunteers should access the café using the key in the key safe and put the key in a safe place within the library or return it to the key safe.
6. Take a meter reading and record it on the sheet.
7. The external door should be wedged open so it is clear that the café is open.
8. The water heater in the toilet should be turned on.
9. The water heater in the kitchen should be turned on.
10. In Autumn, Winter and Spring turn on the two electric radiators and set to 18 degrees C as required to heat the space. In Winter, it may be necessary for a volunteer to turn the heating on earlier in the morning.
11. The toilet should be checked for cleanliness and cleaned, if necessary. Ensure that the waste bins are OK for use and all toilet consumables (paper?) towels, toilet tissue, soap etc. are sufficient for the session. Make a note that the area has been checked on the appropriate form (see appendix 8).
12. The kitchen, serving area and dining areas should already have been cleaned as part of the Closing Up process, however, the area may have been used by other groups since the previous café so if there are any issues further cleaning should be carried out as required.
13. The two slow cookers should be plugged in on the serving table and set to 'high' with a small amount of hot water in them to warm them up.
14. The induction hob should be plugged in and placed on the work surface in the kitchen.

15. The soup serving station should be set-up by the slow cookers as follows:
 - a. Two long trays, one for each soup, each with its own ladle, plastic spoon, and temperature probe
 - b. Soup bowls and soup serving side plates sufficient for the session
16. Prepare the coffee if using the coffee pot, using 3 scoops of coffee per pot. If individual 2-cup cafetieres are available, then this activity is not needed.
17. Prepare the delivered bread/bread rolls by pre-slicing them and placing them in the breadbasket, ensure the rolls are placed on a clean cloth or napkins at the bottom of the basket, and then covered by a clean cloth or napkins. Place the basket on the serving area and put the tongs on one side.
18. When the soup(s) are delivered, ask the maker if the soups contain any allergens and make a note of these on the relevant form (see appendix 8). Any volunteers delivering soup prior to 11.30 must leave a note indicating any allergens present.
19. Place the soup in a steel stockpot on the induction hob to heat and ensure that the soup reaches at least 82 degrees C using the temperature probe. Once this temperature has been achieved carefully pour the soup into a warm slow cooker using the supplied jug and reduce the slow cooker setting to 'Low'. Maintain the soup at over 63 degrees C at all times, checking with the temperature probe and adjusting the slow cooker setting as required. It is a legal requirement for hot food to remain above 63 degrees C, however, the soup should be nearer to 80 degrees when served so that it is palatable for the customer. If the slow cooker is not maintaining the temperature at a sufficiently high level the soup should be returned to the stock pot and heated again on the induction hob. The 82-degree C temperature and the time it was achieved, should be recorded on the relevant form (see appendix 8). The holding temperature must also be recorded on the relevant form at the required times during the session.
20. When the cakes are delivered, ask the maker if the cakes contain any allergens and make a note of these on the relevant form (see appendix 8). Any volunteers delivering cake prior to 11.30 must leave a note indicating any allergens present.
21. Pre-slice the cakes if required, put onto a serving plate and place on the serving area, using a cake cover. Ensure cakes with different allergens are delivered and kept separately.
22. Fill the water jug with cold water and place on the serving area, with 4-6 empty glasses
23. Write the soup and cakes for the day on the blackboard in the café,
24. Note the allergens for any served food on the blackboard.
25. Take the float from the cupboard and locate in a suitable container on the lower shelf behind the serving area.

26. If the café is operating on a voluntary donation basis, place the float on a plate on the serving area, with a piece of paper on it clearly stating 'Donations gratefully received' (or similar).

27. Check that the tables and chairs are laid out as per the diagram in appendix 5 and adjust if necessary. The smaller round tables are only suitable for 2 place settings.

28. Each table should have a clean tablecloth placed upon it.

29. Each table should be laid out as follows:

a. Salt and pepper pots

b. Sugar bowl with a selection of brown sugar, white sugar, and sweetener sachets/dispensers

c. A small jug of milk

d. A small ramekin with individual butter pats

e. 1 side plate per place setting

f. 1 cup and saucer per place setting

g. 1 soup spoon per place setting

h. 1 butter knife per place setting

i. 1 paper napkin per place setting

30. Put a CD of suitable music in the CD Player and turn on at low volume.

31. Alternatively, if the Amazon Echo speaker is available, ensure that it is turned on and say 'Echo' to wake it up. You can then ask it to play a suitable Spotify playlist, for example, 'Play Café Playlist'.

32. Place the signage outside the café, indicating that the café is now open for business

33. A checklist for this process can be found at appendix 8, which will also be posted up in the library as an aide-memoire for the volunteers

Section 5 – Running the café

1. This section details the process that the 2 shift volunteers are responsible for *during* the time the café serves food and drinks to customers.
2. These activities occur during the times that the café is open for business:
 - a. 12 noon to about 15:00 pm
3. All volunteers involved in this activity should ensure that they adhere at all times to the following Standard Operating Procedures:
 - a. Personal hygiene and food safety (appendix 2)
 - b. Handling facilities and equipment (appendix 3)
 - c. The flow of food (appendix 4)
 - d. Volunteers must also follow the Incident Management process (appendix 6)
4. The prime objective of this process is to ensure that each customer is served consistently and safely, with the food items and drinks of their choice, at expected levels of quality and satisfaction, and that the appropriate payment is received from the customer.
5. The secondary objective is carrying out any necessary side activities such as:
 - a. Cleaning place settings after use
 - b. Replacing the tablecloth if heavily soiled
 - c. Putting out new place settings
 - d. Refilling salt, pepper, and sugar pots as required
 - e. Progressing washing up of used crockery and cutlery
 - f. Changing the music on the CD player/Echo player
 - g. Assisting other servers during busy periods
 - h. Dealing with customer queries and issues
 - i. Checking and maintaining the soups at the required temperature and recording this on the relevant form (see appendix 8)
 - j. Marking items down on the Inventory replenishment list as required (see section 3)
6. Front-of-house greeting and seating
 - When customers enter the café, welcome them, and help them find a suitable seat.
 - Tell them where they can hang-up coats (in the reading room)
 - Approach the table, point out the menu board and tell them about today's choices and prices and give them a few minutes, if necessary, for them to choose.
7. Taking an initial order
 - When the customers are ready to order, go to their table and take their order for soup and bread choice.
 - Ask them if they wish to order drinks or cakes at that time or give them the option to order these later.
 - If necessary, take a note of the order.

8. Delivering food to the table

- Bring the soup to the table in a bowl placed on a separate plate and carefully transfer the soup bowl and plate to the table.
- After serving the soup, bring the breadbasket to the table, indicate the choices available and serve on their side plate with tongs.
- When offering tea or coffee, explain that the price includes a biscuit or that cake is available for an extra fee. Ask the customer which they would prefer.
- Serve coffee directly into the customer's cup using the coffee pot. Or preferably, use the individual 2-cup cafetieres when available
- Use individual 2-cup teapots to serve tea to a customer.
- Always offer at least one refill of coffee when the customer has finished their first cup if not using the 2-cup cafetieres.
- Clear the soup bowl and side plates from the table when the customer has finished.
- When serving cake, place a cake serving on a new plate at the serving area, and then take the cake on the plate to the table and serve the customer.

9. Checking customer satisfaction

- Always seek to ask whether the customer has had a good experience: "Was everything OK for you today?"
- If a negative answer to the above, apologise to the customer for the perceived shortcoming and ensure the issue is fed back into the Café committee. If appropriate, consider reducing the price the customer is required to pay if there is a legitimate complaint.

10. Taking payment

- a. Always take payment after the customer has finished their food and drinks, providing change as required and thanking the customer if they leave a tip.

- b. If instead, the café is operating on a voluntary donation basis, please make sure the donation plate is visible on the serving area but do not ask customers whether they would like to donate. However, if you observe a donation being made, please thank the customer.

11. Responding to a complaint

- If a customer has a complaint about any aspect of their experience in the café, use the following guidance to help you deal with the situation:
 - i. No matter the reason for the complaint, your goal should be to send your customer home knowing that you value their comments and their business, and that the problem wasn't typical of your establishment.
 - ii. Listen to what your customer has to say. You have to listen with your full attention, even—and especially—if you can't fix the problem.

- iii. The Customer Is Always Right: this basic rule of customer service is particularly important to keep in mind when the complaint is petty or on the verge of being ridiculous. The important thing is that your customer is unhappy.
- iv. Consider thanking them for their constructive advice if you can manage to sound sincere. Anything less than commiseration or—if you can manage it—a solution will only rile them up more, and that's not in café's best interests.
- v. Be Aware of Body Language: the way you stand and look at a customer can speak more than words. Don't cross your arms over your chest if you're feeling defensive. Avoid the urge to roll your eyes if you're feeling exasperated. Nod and smile no matter how irritated you might feel. This shows that you value their opinion and their business.
- vi. Be empathetic and offer an apology:
- vii. Demonstrate that you completely understand their frustration, that you're working on the situation, and you've offered something of a solution.
- viii. The best route is usually to apologize and offer some sort of compensation when a customer has a problem that could have been prevented.
- ix. When All Else Fails. calmly assure the customer that you understand their frustration. Offer an apology— again—and let them know that you'd love to see them again if they change their mind. The idea is to keep the situation from escalating.

Section 6 – Closing the café

1. This section details the process the two shift volunteers are responsible for during the time between the end of new customer food service and the end of the second shift.
2. The café is open for service until about 15:00 and could serve existing and new customers up to that time. However, in practice, it is likely that there will be little or no requirement to serve hot food by 14:30, or all of the food may have been finished, so some of these activities could start then, mindful of the impact on any existing customers who may be finishing their food.
3. If a customer does arrive just before or slightly after 15:00, then the volunteers should politely advise the customer that the café is about to close and use their judgement about whether to serve them or not (and, if agreeing to serve, making the customer aware that only drinks and cake are available).
4. The prime objective of this process is to ensure that the café environment and equipment are left in a fit state for the next session or users, that any inventory replenishment requirements are clearly noted on the whiteboard, the day's takings are accounted for and safely locked away and that the premises are left safe and secure.
5. All volunteers involved in this activity should ensure that they adhere at all times to the following Standard Operating Procedures:
 - a. Personal hygiene and food safety (appendix 2)
 - b. Handling facilities and equipment (appendix 3)
 - c. The flow of food (appendix 4)
 - d. Volunteers must also follow the Incident Management process (appendix 6)
6. Volunteers should follow the checklist outlined below:
7. Once the last customer has left, the tables can be cleared of the flower arrangement, salt and pepper pots, unused, clean place setting items and sugar sachets which should all be returned to their usual places of storage.
8. Any used place-setting items should be washed, dried, and returned to their usual place of storage.
9. Any food items left on the table should be disposed of.
10. The tablecloths should be removed from each table and put into the laundry bag to be laundered if soiled.
11. The tabletops should be wiped clean.
12. The external signage should be brought back inside.
13. The floor in the library should be vacuumed if required.

14. The CD player/Echo device should be turned off and it and any CDs used returned to their usual place of storage.
15. The induction hobs and slow cookers should be turned off and unplugged.
16. If there is any unwanted soup it should be decanted and left on the worktop of the kitchen to cool. Any remaining soup in the slow cookers should be decanted into suitable containers and may be taken away for use by the volunteers. A message should be sent by a second shift volunteer to the WhatsApp group to make them aware that soup is available for taking away. Anyone wishing to collect it should respond and collect it the same day. The inventory Lead is responsible for removing and disposing of any unclaimed soup after this date.
17. The slow cookers, induction hob, ladles, wooden spoons, trays, cake slices, and temperature probes should be cleaned, disinfected where appropriate and returned to their usual places of storage.
18. Any remaining tea and coffee should be disposed of and the pots cleaned and returned to their usual place of storage.
19. Any remaining cakes and biscuits should be returned to their storage containers. The inventory Lead should be informed of any leftover cake. If appropriate, cake may be frozen for future use, returned to the maker or offered to volunteers. The cake stands, domes, plates, and covers used should be cleaned. Particular care should be taken with the glass domes as they are very fragile and easy to chip.
20. The serving area should be cleaned and sanitised.
21. Any other non-food items used that need cleaning should be cleaned and returned to their usual place of storage.
22. Any clean non-food items should be returned to their usual place of storage.
23. The sink and kitchen work surfaces should be cleaned with sanitiser and left tidy.
24. Used teacloths, towels, re-usable washing up cloths etc. should be placed in the laundry bag/basket.
25. All waste bins containing food in the kitchen¹ must be emptied at the end of each session, and the waste placed in sealed waste bags. New bin-liners should be placed in the bins.
26. If the recycling bins are full, they should also be emptied.
27. The kitchen water heater should be turned off.
28. The toilets should be checked, cleaned as required and the water heater turned off.

¹ There will be a food waste bin, a general landfill bin and two recycling (paper and plastics) bins.

29. The menu items on the blackboard should be rubbed out.
30. The radiators should be turned off.
31. The inventory replenishment list should be checked for completeness and edited as required.
32. The day's takings should be counted up jointly by the 2 volunteers, a note taken of the amount received (less float) and the monies and note put into the cash tin which should then be locked away in its usual storage place.
33. Any lights or other electrical appliances not already turned off should be turned off.
34. Take an electricity meter reading at end of the session and record it on the sheet.
35. The laundry bag should be checked by the Inventory Lead as part of their role, and if it is sufficient for a laundry load, they should arrange for it to be washed and returned to the usual place of storage.
36. The waste bags should be disposed of appropriately. **Any waste bag containing food waste must be disposed of on the day.**
37. The last person to leave the library should close and lock the front doors and replace the front door key in the key safe.

Section 7 – Takings and float

1. The Finance Lead is responsible for ensuring that the weekly takings/donations from the café are properly accounted for and retained to cover ongoing expenses/paid into the appropriate bank account. The Finance Lead should also ensure that a properly constructed float is left in the cash tin for the next session.
2. The Finance Lead should ideally visit the café during the closing down process and carry out their duties as part of this process so that large amounts of money are not kept in the safe box in the café for an extended period. However, if this is not feasible, they can visit the café at any time during the week, provided a new float is available before the start of the next session.
3. The Finance Lead will also hold monies in reserve to reimburse volunteers for the cost of soup/bread/cake ingredients or inventory purchases. Each volunteer is responsible for contacting the Finance Lead to seek reimbursement. The volunteer should note costs incurred on the paper slips provided in the café and leave the completed note in the cash-tin for the Finance Lead to action (there is no need to leave any receipts).

Appendix 1 – Inventory Items

Category	Item	Quantity	Unit of Purchase	Quality	Source
Crockery	Teacups & saucers	24			
Crockery	Individual 2-cup teapots	8			
Crockery	Mugs	6			
Crockery	Individual 2-cup cafetieres	8			
Crockery	Side plates	30			
Crockery	Soup bowls	24			
Crockery	Cake serving plate	5			
Crockery	Milk jugs	8			
Crockery	Small bowl for soup condiments	4			
Crockery	Ramekins for butter	10			
Crockery	Sugar Bowls	10			
Crockery	Cake stand with glass dome	2			
Cutlery	Soup spoon	24			
Cutlery	Knife	24			
Cutlery	Teaspoon	24			
Kitchen implements	Tongs	2			
Kitchen implements	Cake slice	2			
Kitchen implements	Bread knife	2			
Kitchen implements	Ladle	2			
Kitchen implements	Plastic spoon	2			
Kitchen implements	Plastic jug to decant soup	2			
Cooking equipment	Stock pot	2		Suitable for induction hob, 6 L capacity	
Cooking equipment	Slow cooker	2		6.5 L Capacity	

Category	Item	Quantity	Unit of Purchase	Quality	Source
Cooking equipment	Digital temperature probe	3			
Cooking equipment	Coffee machine (2 pots)	1			Nisbets
Cooking equipment	Induction hob	1		3 Kw maximum	Nisbets
Cooking equipment	Electric kettle	2			
Other kitchen items	Cake/biscuit covers	3			
Other kitchen items	Large serving tray	1			
Other kitchen items	Narrow serving tray	2			
Other kitchen items	Small bowl/ramekins for used tea bags	10			
Other kitchen items	Breadbasket	1			
Other kitchen items	Napkins	30		Paper, plain colour	
Dry goods	Salt pot	10			
Dry goods	Pepper pot	10			
Dry goods	White sugar sachets	30			
Dry goods	Brown sugar sachet	30			
Dry goods	Sweetener sachets/dispensers	30			
Dry goods	Normal tea bags	30			
Dry goods	Other tea bags	30		Earl Grey, Fruit teas	
Dry goods	Ground coffee	2		230 gm packs	
Dry goods	Decaffeinated coffee	1		Jar instant. 300 gm Capacity	
Dairy produce	Butter	1/30		Unsalted. 250 gm pat/15 gm individual portions in biodegradable packaging	
Dairy produce	Milk	1		2-3 pints, semi-skimmed	
Linen	Tea towels	8			
Linen	Hand towels	2			

Category	Item	Quantity	Unit of Purchase	Quality	Source
Linen	Tablecloths	10		Cotton, ironed	
Cleaning	Washing up liquid	2		900 ml	
Cleaning	Antibacterial disinfectant spray	2		900 ml	
Cleaning	Dish cloth	6			
Cleaning	Sponge/scourer	2			
Cleaning	Kitchen roll	2			
Cleaning	Vacuum cleaner	1			
Cleaning	Vacuum cleaner bags	3			
Cleaning	Mop and bucket	2		One for toilet, one for other areas	
Cleaning	Floor cleaning fluid	1			
Cleaning	Sanitising hand soap dispensers	2			
Misc.	Laundry bag/basket	1			
Misc.	Food waste bin	1		Pedal operated	
Misc.	Landfill waste bin	1		Pedal operated	
Misc.	Plastic and paper recycling bins	2			
Misc.	Sealable waste bags for bins	6			
Misc.	Music player & music	2			
Misc.	Chalk	4		White sticks	
Misc.	Blackboard duster	1			
Misc.	Cash tin	1			
Misc.	Money bags	5			
Misc.	White board	1			
Misc.	White board marker pens	2			
Misc.	Apron	6			

Category	Item	Quantity	Unit of Purchase	Quality	Source
Misc.	Café external signage	2			
Misc.	Spare Allergen forms	5			
Misc.	Volunteer reimbursement slips	20			

Appendix 2 – Standard Operating Procedure: Personal hygiene and food safety

1. Food safety and hygiene training

- All volunteers making any food to be sold from the cafe must have recently obtained the Scottish Food Safety and Hygiene training, level 2 certificate, or have received equivalent refresher instruction from and be accompanied on shift by a Level 2 qualified volunteer or have recent, appropriate food preparation experience.
- All shift volunteers preparing, handling, and serving foodstuffs must have recently taken and passed the Scottish Food Safety and Hygiene training at level 1, or have received equivalent instruction and supervision during the shift from a Level 2 qualified volunteer.
- Food preparation may be carried out in a domestic kitchen providing that the main 4 food hazards² have been adequately mitigated and that there is appropriate documentation and recording of temperature controls applied during cooking, cooling, and reheating. This includes households with pets where it is especially important to mitigate the physical and microbiological food hazards associated with pets in kitchens.
- Records of volunteer training will be kept on the appropriate form (see appendix 8).

2. Personal grooming

All shift volunteers must ensure that they

- have trimmed, clean nails
- Clean hands
- have tidy, groomed hair
- have tidily shaved beards
- are not smoking or chewing gum whilst working in the café.
- Use plasters to completely cover any cuts or sores
- Are fit and well throughout their shift

3. Appropriate attire at work

All shift volunteers must ensure that:

- Their clothes and shoes are clean
- Wear a clean apron whilst working in the café

4. Handwashing practices

In line with the information in this link:

[UK Food Safety Agency Handwashing Guidance \(also available in appendix 9\)](#)

² Microbiological (bacteria, yeasts, moulds and viruses), physical contamination, allergens, chemical contamination

5. Employee health, particularly regarding instances of infectious or contagious illnesses

In line with the information in this link:

[UK Food Safety Agency Guidance on Food Handlers: Fitness to Work \(also available as a hard-copy in the Library\)](#)

6. Use of utensils and gloves

- All shift volunteers must not serve food items with their hands and must use tongs and cake slices when transferring bread or cakes onto serving plates.
- Soup bowls should be filled in the serving area and placed on a separate side plate, and the server then carries the filled soup bowl on the plate to the customer's table, where the soup bowl will be served on the plate.

Appendix 3 – Standard Operating Procedure: Handling facilities and equipment

Checklist:

- Check buttons, hinges, handles, knobs, grates, etc on the following equipment to make sure they are all working as designed, if not they should be listed on the white board for checking by the inventory Lead.
 - Fridge
 - Freezer
 - Water heaters
 - Induction hob
 - Slow cookers
 - Temperature probes
- Check that the interiors of refrigerators, freezers, etc are clean and free of spillage, dirt, and mould.
- Ensure slow cookers are turned on in plenty of time to get warm before the soup is placed in them and put hot water in them to speed up the heating process. Also, ensure that they are turned off when not in use.
- Check that refrigerator and freezer thermostats are set to the right setting.
- Keep sink and drain free of any food debris.
- Ensure all equipment is plugged in correctly and that the necessary circuit breakers are tripped.

Appendix 4 – Standard Operating Procedure: The flow of food

1. Standard recipes and food preparation methods

All volunteers making any food to be sold from the cafe must have recently obtained the Scottish Food Safety and Hygiene training, level 2 certificate, or have received equivalent refresher instruction from and be accompanied on shift by a Level 2 qualified volunteer, or have recent, appropriate food preparation experience.

Food preparation must be carried out in accordance with the Scottish food hygiene handbook. Food preparers must record and retain cooking and cooling temperatures and timings using the appropriate forms (see appendix 8). They must also record and provide information to the shift volunteers regarding any allergenic hazards when delivering their prepared food to the café. This information must be recorded by the shift volunteers, retained in the relevant filing system, and written on the blackboard. Temperature probes are available for loan from the café for anyone preparing hot food.

Where possible, food preparers should bring the soup to the kitchen, cooled, in an induction-hob friendly pot for reheating on the induction hob in the kitchen. Suitable stock pots are available on loan from the café.

2. Purchasing and handling of food from outside sources

All fresh food that can be washed will be washed prior to use.

3. Temperatures for holding, reheating, and cooling food

- All soup served in the kitchen must have achieved a temperature of 82 degrees C or more before being served, hot food must NOT be allowed to drop below 63 degrees C. Temperatures should be taken using a clean, disinfected, calibrated digital thermometer. The temperature should be recorded on the required proforma (see appendix 8).

4. Food presentation

- Multi-portion cakes should be pre-sliced into portions and placed on a serving cake stand and dome in the serving area, then covered.
- If the two cakes have different allergens (e.g., one contains nuts while the other does not), then the two cakes must be delivered in separate containers, be placed on separate serving plates and served with separate (or thoroughly clean for each serving) serving implements.

- Individual portion cakes may be left in the container they arrived in as long as the container's lid is always on.
- Bread/Bread rolls should be pre-sliced and placed on clean napkins in a breadbasket and be covered with clean napkins.

5. Food storage

All coffee, tea and sugar must be stored appropriately (ideally in airtight containers) to prevent degradation in quality.

- Butter and milk should be stored in the fridge, which must be maintained between 1-5 degrees C.
- Any left-over soup should be dealt with in line with section 6.17

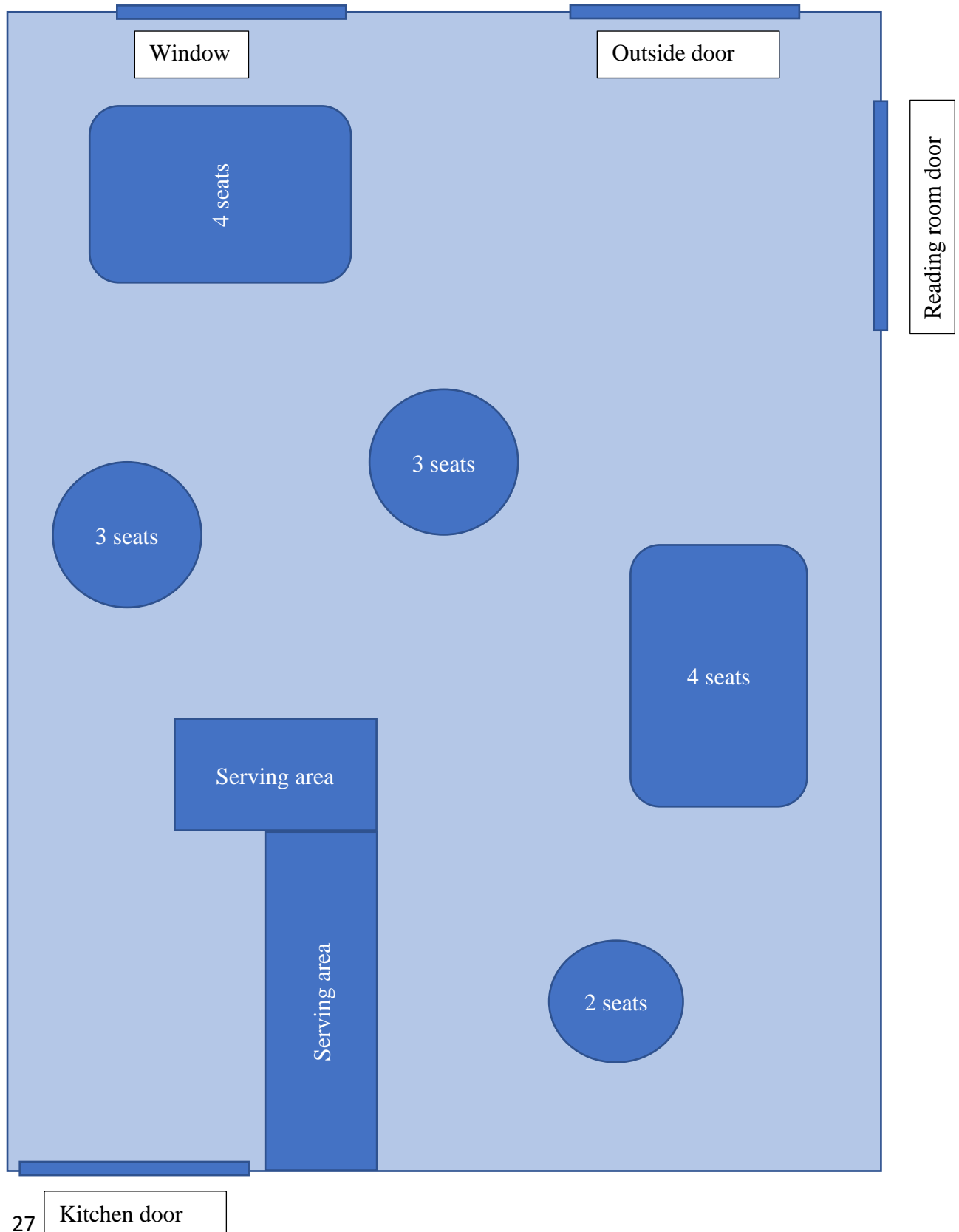
6. Organic recycling/composting

- Any food or other organic waste should be disposed of in the dedicated food waste bin on the day of the session and placed in a volunteer's brown council bin.

Appendix 5 - Example Room Layout Diagram

To ensure safe access (in case the tables get moved by a third party)

The layout below is an example that ensures safe access around each table. Other layouts that meet this requirement are also acceptable.



Appendix 6 – Risk Assessment and Incident Management Procedure

The following assessment was completed by Brent walker on 21/10/2022 and was reviewed by Karen Wilkinson.

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?
Slips and trips	Volunteers and customers may be injured if they trip over objects or slip on spillages.	<ul style="list-style-type: none"> • Good housekeeping – work areas kept tidy, goods stored suitably etc. • Kitchen equipment maintained to prevent leaks onto floor. • Equipment faults leading to leaks quickly reported to CCCF. • Volunteers clean up spillages (including dry spills) immediately using suitable methods and leave the floor dry. • Suitable cleaning materials available. • Good lighting in all areas. • No trailing cables or obstruction in walkways. • Steps and changes in level highlighted. 	<ul style="list-style-type: none"> • Remind volunteers to maintain good standard of housekeeping. • Ensure suitable footwear with good grip worn by volunteers.
Manual handling	Volunteers may suffer injuries such as strains or bruising from handling heavy/bulky objects.	<ul style="list-style-type: none"> • Ingredients bought in package sizes that are light enough for easy handling. • Commonly used items and heavy stock stored on shelves at waist height. • Suitable mobile steps provided and volunteers trained to use them safely. • Handling aids provided for movement of large/heavy items. • Sink at good height to avoid stooping. • Volunteers trained in how to lift safely. 	Ensure team working for moving heavier items (eg pots).

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?
Contact with steam, hot water, and hot surfaces	Volunteers may suffer scalding or burns injuries.	<ul style="list-style-type: none"> • Volunteers trained in risks of releasing steam. • Water mixer taps provided. • All volunteers told to wear long sleeves. • Heat-resistant gloves/cloths/aprons provided. 	<ul style="list-style-type: none"> • Display 'hot water' signs at sinks and 'hot surface' signs at hot plates. • Ensure handles on pans maintained. • Ensure volunteers trained in use of coffee machine.
Knives	Volunteers involved in food preparation and service could suffer cuts from contact with blades.	<ul style="list-style-type: none"> • Volunteers trained to handle knives. • Knives suitably stored when not in use. • First aid box provided and nominated first aider always on site. 	Tell volunteers not to use knives to remove packaging – suitable cutters will be provided.
Food handling	Frequent hand washing can cause skin damage. Some foods can cause some volunteers to develop skin allergies.	<ul style="list-style-type: none"> • Where possible and sensible, volunteers use tools (cutlery, tongs, scoops etc) to handle food rather than hands. • Food grade, single-use, non-latex gloves are available for tasks that can cause skin problems, eg salad washing, vegetable peeling and fish filleting. • Where handling cannot be avoided, hands are rinsed promptly after finishing the task. 	<ul style="list-style-type: none"> • Volunteers reminded to thoroughly dry hands after washing. • Provide non-taint, nut-oil-free cream for volunteers to apply regularly to replace the moisture 'stripped' by frequent washing. • Remind volunteers to check for dry, red or itchy skin on their hands and to tell CCCF if this occurs.

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?
Contact with bleach or other cleaning chemicals	<p>Prolonged contact with water, particularly in combination with detergents, can cause skin damage.</p> <p>Volunteers cleaning premises risk skin irritation or eye damage from direct contact with bleach and other cleaning products.</p> <p>Vapour may cause breathing problems.</p>	<ul style="list-style-type: none"> • All containers clearly labelled. • Where possible, cleaning products marked 'irritant' not purchased and milder alternatives bought instead. • Long-handled mops and brushes, and strong rubber gloves, provided and used. • Volunteers wash rubber gloves after using them and store them in a clean place. 	<ul style="list-style-type: none"> • Volunteers reminded to thoroughly dry hands after washing. • Provide non-taint, nut-oil- free cream for volunteers to apply regularly to replace the moisture 'stripped' by frequent washing. • Remind volunteers to check for dry, red or itchy skin on their hands and to tell CCCF if this occurs.
Electrical	Volunteers could suffer serious/fatal injuries as a result of electric shock.	<ul style="list-style-type: none"> • CCCF arranges a visual inspection of the system once a year by a competent person. • System inspected and tested by an electrician every five years. • Volunteers trained to check equipment before use and to report any defective plugs, discoloured sockets or damaged cable and equipment. • Volunteers know where fuse box is and how to safely switch off electricity in an emergency. 	<ul style="list-style-type: none"> • CCCF to inspect plugs, cables etc regularly. • CCCF gets electrician to inspect electrical equipment and advise on how often these should be inspected and tested.

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?
		<ul style="list-style-type: none"> Plugs, sockets etc suitable for kitchen environment. Access to fuse box kept clear. Residual current devices (RCDs) installed on supplies to hand-held and portable appliances. 	
Fire	Volunteers or customers could suffer serious/fatal injuries from burns/smoke inhalation.	Fire risk assessment done as at www.communities.gov.uk/fire and necessary action taken.	Remind volunteers to always isolate (switch off from power supply) machinery before carrying out maintenance or cleaning work.

Incident Management Procedure

1. React Quickly and Efficiently

- Volunteers need to understand instantly what they are to do and carry out their responsibility.
- A single person on site should immediately take charge and direct other volunteers and customers.
- Volunteers should quickly assess priorities and act on them. For example, in a slip and fall, the first priority needs to be towards the person who has fallen and to make sure they are as safe as possible.
- Volunteers need to immediately understand what they can and can't do from a health and safety and medical standpoint, such as how to move an injured person, if at all. If there is a burn or cut, trained staff should immediately get the necessary supplies from the first aid kit and apply them.
- Volunteers should be prepared to follow all proper procedures in handling any burns, including chemical burns.
- Calling for emergency help by phoning 999 always has to be considered and acted upon quickly.

2. Secure the Area:

- There needs to be a system in place to efficiently secure the area of the accident so the injured party stays safe and no other complications occur. For example, the use of bright coloured cones and wet floor signs need to be placed in specific strategic areas. It also is

important that the rest of the customers or volunteers are kept away from the incident area.

3. Accident and Incident Reports:

- A written report should be thorough and completed as soon as possible when memory is fresh and witnesses are available. An incident reporting form can be found in appendix 8 and a stock of these will be kept in the folder in the library.
- If a statement from a witness cannot be objectively verified, don't take it as fact and phrases such as "witness alleges" or "witness claims" should be the preferred language. It may be helpful to create diagrams and take photos to enhance the clarity of the report. Reports should be forwarded to the CCCF for review.

4. Accident and Incident Feedback Loop:

- No matter how well the operation is prepared, accidents and incidents will occur. It is critical to always get better and learn from any incident that takes place and share the evaluation with the rest of the staff. CCCF should do a thorough analysis of the incident with feedback given to the volunteers. Lessons learned should be discussed with an emphasis on improvement.

Appendix 7 – Checklists

Opening the café checklist:

- Put the library front door key in a safe place within the library or return it to the key safe.
- Take a meter reading and record it on the sheet.
- The external door should be wedged open.
- The water heater in the toilet should be turned on.
- The water heater in the kitchen should be turned on.
- In Autumn, Winter and Spring turn on the two electric radiators and set to 20 degrees C as required to heat the space.
- The toilet, kitchen, serving area and customer areas should be checked for cleanliness and cleaned, if necessary. **Make a note that the areas have been checked/cleaned on the appropriate form.**
- The two slow cookers should be plugged in on the serving table and set to 'high' with a small amount of hot water in them to warm them up.
- The induction hob should be plugged in and placed on the work surface in the kitchen.
- The soup serving station should be set up.
- Prepare the coffee pot, using 3 scoops of coffee per pot.
- Prepare the delivered bread rolls.
- **When the soup(s) are delivered, ask the maker if the soups contain any allergens and make a note of these.**
- **Heat the soups on the induction hob to the required temperature and then transfer to slow cookers. Record the temperatures.**
- **When the cakes are delivered, ask the maker if the cakes contain any allergens and make a note of these.**
- Prepare the cakes. **Ensure cakes with different allergens are delivered and kept separately.**
- Fill the water jug with cold water and place on the serving area, with 4-6 empty glasses
- Write the soup and cakes for the day on the blackboard in the café.
- **Note any allergens for the delivered soups and cakes on the blackboard.**
- Take the float from the cupboard and locate in a suitable container on the lower shelf behind the serving area.
- Check that the tables and chairs are laid out correctly.
- Each table should have a clean tablecloth placed upon it.
- Lay out place settings for each table.
- Select suitable music from the music player and turn it on at a low volume.
- Place the signage outside the café, indicating that the café is now open for business.

Closing down the café checklist:

- Clear tables and return unused clean items to their usual place of storage.
- Deal with any remaining unused food items
- Any used place-setting items should be washed, dried and returned to their usual place of storage.
- Any food items left on the table should be disposed of.
- Deal with the tablecloths
- The tabletops should be wiped clean.
- The external signage should be brought back inside.
- Clean the toilet and customer areas as required.
- The music player should be turned off and any CDs returned to their usual place of storage.
- The induction hobs and slow cookers should be turned off and unplugged.
- Clean, disinfect and store all items used to heat and serve soup
- Deal with any remaining tea or coffee
- Deal with any remaining cakes. The plates and covers used should be cleaned
- The serving area should be cleaned and disinfected.
- Any other non-food items used that need cleaning should be cleaned and stored.
- Any clean non-food items should be returned to their usual place of storage.
- The sink and kitchen work surfaces should be cleaned with sanitiser and left tidy.
- Used tea cloths, towels, reusable washing-up cloths etc. should be placed in the laundry bag/basket.
- Empty waste bins as required and put new waste bags in them.
- If the recycling bins are full, they should also be emptied.
- The kitchen water heater should be turned off.
- The toilets should be checked, cleaned as required and the water heater turned off.
- The menu items on the blackboard should be rubbed out.
- The radiators should be turned off.
- The inventory replenishment whiteboard list should be checked for completeness and edited as required.
- Deal with the day's takings
- Any lights or other electrical appliances not already turned off should be turned off.
- Take an electricity meter reading at end of the session and record it on the sheet.
- Deal with the laundry and waste bags as required, lock the front doors and replace the key in the key safe.

Appendix 8 - Forms

CCCF1 - Volunteer Guidance Document Receipt Form

Volunteer Name:	Document provided by:	Date document provided	Document version number	Signature of volunteer
Karen Wilkinson	Brent Walker	22/02/2023	0.6	Via CCT website
Alison Marshall	Brent Walker	22/02/2023	0.6	Via CCT website
Marion Howie	Brent Walker	22/02/2023	0.6	Via CCT website
Sue Rabjohns	Brent Walker	22/02/2023	0.6	Via CCT website
Linda Walker	Brent Walker	22/02/2023	0.6	Via CCT website
Brent Walker	Brent Walker	22/02/2023	0.6	Via CCT website
Meg Logan	Brent Walker	22/02/2023	0.6	Via CCT website
Laura Hobday	Brent Walker	22/02/2023	0.6	Via CCT website
Kate McKenna	Brent Walker	22/02/2023	0.6	Via CCT website
Ian Forgie	Brent Walker	22/02/2023	0.6	Via CCT website
Ann Forgie	Brent Walker	22/02/2023	0.6	Via CCT website
Mary Wilson	Brent Walker	22/02/2023	0.6	Via CCT website
Irene Hamilton	Brent Walker	22/02/2023	0.6	Via CCT website
Nora	Brent Walker	22/02/2023	0.6	Via CCT website

CCCF2 - Toilet Cleanliness Inspection Check

[illegible]

CCCF3 – Soup Hot hold Temperature Check

Date	Soup	Time reheating core temperature ³ of 82° C achieved	Time into hot hold <u>above</u> 63° C	Hot hold temperature in degrees C at noon	Hot hold temperature in degrees C at 13:00	Hot hold temperature in degrees C at 14:00	Signed:

³ Ensure soup has been well-stirred and leave probe in soup for at least 30 seconds

CCCF4 – Food Cooking/Cooling Record

[illegible]

CCCF5 – Volunteer Training Record Sheet (as at 01/12/2022)

Volunteer name	Course attended	Date passed exam
Karen Wilkinson	REHIS Elementary Food Hygiene	04/11/2022
Alison Marshall	REHIS Elementary Food Hygiene	16/11/2021
Marion Howie	REHIS Elementary Food Hygiene	November 2022
Sue Rabjohns	REHIS Elementary Food Hygiene	11/11/2022
Linda Walker	REHIS Elementary Food Hygiene	October 2022
Brent Walker	REHIS Elementary Food Hygiene	17/10/2022
Meg Logan	REHIS Elementary Food Hygiene	20/10/2022
Laura Hobday	REHIS Elementary Food Hygiene	22/11/2022
Irene Hamilton	REHIS Elementary Food Hygiene	Around 2019

CCCF6 – Allergens form

[illegible]

COLINSBURGH COMMUNITY CAFÉ INCIDENT REPORTING FORM

Café incident reports help keep track of injuries, damages, theft, customer disputes and other issues. This form should be completed by a volunteer whenever an incident occurs and forwarded to the CCCF for review.

Reported by

Date

Date of Incident

Time of incident

Description of The Incident (guest injury, food illness, property damage, theft, café property damage, other):

Authorities contacted (police, fire, ambulance, other)

Witness Information

Full Name

Phone

Email

Treatment Given

None

First aid

Ambulance

Hospital

What action has been taken to prevent the incident's reoccurrence?

Signature of volunteer

Date

Appendix 9 – UK Food Safety Agency Handwashing Guidance







SAFE METHOD:

HANDWASHING

Effective handwashing is essential to help prevent bacteria spreading to food.





Make sure that all staff who work with food wash their hands properly before handling or preparing food. Harmful bacteria can spread very easily from people's hands to food, work surfaces, equipment etc. Effective handwashing helps to prevent this. Following the steps below will make sure hands are washed properly.

WASHING HANDS EFFECTIVELY	
Step 1: Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm. 	Step 2: Rub your hands together palm to palm to make a lather. 
Step 3: Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand. 	Step 4: Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly. 
Step 5: Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms. 	Step 6: Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away. 

CHECK IT	
For hands to be washed properly, you need warm running water, liquid soap and preferably disposable towels.	Do you use liquid soap? Yes <input type="checkbox"/> No <input type="checkbox"/> If no, what do you use? <div></div>
	Do you use disposable towels? Yes <input type="checkbox"/> No <input type="checkbox"/> If no, what do you use? <div></div>



WHEN TO WASH YOUR HANDS	
Before touching or handling any food, especially ready-to-eat food and after touching raw meat, poultry, fish, eggs or unwashed vegetables	
When entering the kitchen e.g. after a break or going to the toilet.	
After touching or emptying bins.	
After any cleaning.	
After touching a cut or changing a dressing.	
After touching items such as phones, light switches, door handles, cash registers and money.	

THINK TWICE!
<p>If you use disposable gloves in your business, they should never be used as an alternative to effective handwashing.</p> <p>When using disposable gloves make sure you:</p> <ul style="list-style-type: none"> • Wash your hands thoroughly before putting them on and after taking them off. • Always change them regularly, especially between handling raw food and ready-to-eat food. • Throw them away after use or if damaged. <p>Hygienic hand rubs and gels can be useful when used as an additional precaution, but should never be used as a replacement for effective handwashing.</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> • If you think a member of staff has not washed their hands, make sure they wash them straight away and emphasise how important it is to wash their hands when working with food. 	<ul style="list-style-type: none"> • Make sure that hand basins are convenient with plenty of soap and disposable towels. • Train staff again on this safe method. • Improve staff supervision.