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WEST MIDLANDS POLICE

Force Policy Document

POLICY TITLE:

CATERING SERVICES POLICY

POLICY REFERENCE NO:

CoS/04

Executive Summary

The purpose of this policy is to set out the relevant Force guidance and procedures on the planning and management of catering provision for large scale pre-planned and spontaneous policing events, and general catering including hospitality.

The policy also includes guidance on food safety responsibilities/control, duty of care, and a Force approved list of caterers/suppliers.

**Any enquiries in relation to this policy should be made directly with that of the policy contact / department shown below.

Intended Policy Audience

This policy is aimed at all police officers and staff of West Midlands Police.

Current Version And Effective Date.	Version 1.4	10/06/2015
Business Area Owner	Corporate Services Department	
Department Responsible	Corporate Services Department	
Policy Contact	Steve Middleditch on extension 7800 2456	
Policy Author	Steve Middleditch – Head of Corporate Services	
Approved By	Head of Finance	
Policy Initial Implementation Date	10/01/2010	
Review Date	10/06/2016	
Protective Marking	Not protectively marked	
Suitable For Publication – Freedom Of Information	Yes (no restrictions – see section 10)	

Supporting Documents

Policy – directly supporting documents.

- Appendix A – Approved Caterers.

Evidence Based Research

Full supporting documentation and evidence of consultation in relation to this policy including that of any version changes for implementation and review, are held with the Force Policy Co-ordinator including that of the authorised original Command Team papers.

Please Note.

PRINTED VERSIONS SHOULD NOT BE RELIED UPON. THE MOST UP TO DATE VERSION OF ANY POLICY OR DIRECTIVE CAN BE FOUND ON THE EQUIP DATABASE ON THE INTRANET.

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Force Diversity Vision Statement and Values

“Eliminate unlawful discrimination, harassment and victimisation. Advance equality of opportunity and foster good relations by embedding a culture of equality and respect that puts all of our communities, staff and officers at the heart of everything we do. Working together as one we will strive to make a difference to our service delivery by mainstreaming our organisational values”

“All members of the public and communities we serve, all police officers, special constables and police staff members shall receive equal and fair treatment regardless of, age, disability, sex, race, gender reassignment, religion/belief, sexual orientation, marriage/civil partnership and pregnancy/maternity. If you consider this policy could be improved for any of these groups please raise with the author of the policy without delay.”

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Acronyms

ACPO	Association of Chief Police Officers
CMC	Contact Management Centre
EHO	Environmental Health Officers
EQIA	Equality Impact Assessment
FHR	Food Hygiene Regulations
FOI	Freedom of Information Act 2000
GPMS	Government Protected Marking Scheme
HACCPs	Hazards Analysis, Critical Control Points
LPU	Local Policing Unit
NHS	National Health Service
PDO	People Development Officer
WMP	West Midlands Police

1. BACKGROUND

- 1.1 This policy sets out the background to food safety responsibilities and provides guidance on planning and management of catering provision for large scale pre-planned and spontaneous policing events, and general catering services including hospitality. Individuals in general may not have specialist expertise in this area and expert advice is available (*see section 4*) and should be sought where required to maximise safety. Attention should also be given and allowances made for special dietary needs.

2. INTRODUCTION

- 2.1 Incident managers are responsible for providing catering services when they are required. This may be LPU duty inspectors, or managers in Gold Control, Lloyd House if an incident is elevated to Level II.
- 2.2 The point at which catering services should be brought in is a matter of judgement for the duty inspector at the scene or other senior officer in command. This judgement should be based on how many and how long officers/staff had been involved; the likely duration of their commitment; prevailing weather conditions; the location and proximity to other resources and general welfare needs.
- 2.3 Each event or incident will require individual purchase orders. The cost of catering will be borne by the LPU on which the incident occurs or the contingency provided for that particular operation.
- 2.4 Details of call out costs and individual menu and drinks prices are circulated directly to Business Managers to enable them to brief operational colleagues.
- 2.5 Pre-planned event catering (e.g. football matches, marches, and demonstrations) should be planned as part of the business as usual process by operational planning units. Spontaneous events (e.g. murders, missing vulnerable persons, public disorder) which require a large scale or sustained police response, may also require catering services. Where this is the case, duty Inspectors will refer to the Contact Management Centre (CMC) at Bournville Lane, to call out and co-ordinate all catering requirements with approved suppliers. ([see Appendix A](#)).

3. MANAGERIAL and SUPERVISORY DUTY OF CARE

- 3.1 When purchasing catering services, food safety responsibility transfers to the person with management and/or supervisory responsibility when food is delivered. This is part of overall responsibility for health and safety and will form part of the planning and risk assessment process.
- 3.2 Operational Orders must include a section regarding feeding and refreshments which clearly define whether light or substantial refreshments are required so proper arrangements are made to ensure food safety.
- 3.3 Where police officers/staff are retained on extended duty, i.e. twelve hours, then arrangements will be made for further catering provision. Details regarding refreshments and subsistence may found on the intranet.
- 3.4 *The following paragraphs set out the guidance and appropriate advice that should be sought prior to engaging the services of catering suppliers.* ([Appendix A](#)).

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- 3.5 Perishable food such as sandwiches containing protein (e.g. meat, fish, and dairy products) should be consumed within a maximum period of four hours of becoming un-refrigerated. **N.B.** This time is reduced substantially when the ambient (surrounding) temperature is high, e.g. summer operations, vans/carriers and briefing rooms.
- **Force approved suppliers will be pleased to give advice on timing and storage arrangements regarding particular events
- 3.6 Where there are no suitable refrigeration available, food deliveries and purchases must be timed to take place just before designated meal breaks, i.e. the time of consumption, rather than at the start of the working period. Alternatively, consideration can be given to purchasing light refreshments which do not require refrigeration, such as snack products, especially when it is not possible to determine the time when officers/staff can take their refreshment breaks.
- 3.7 Managers and/or supervisors responsible for policing events where food is required should, where circumstances dictate, should acquire the use of chilled storage units such as vans or trailers which can be hired or obtained on loan from some suppliers. Contact should be made in advance with the supplier concerned. Clearly not all operational events will facilitate this, in which case timing of deliveries must be carefully planned for food provision that does not require refrigeration.
- 3.8 Food should be delivered to meet time and temperature requirements which are set out in the Food Hygiene Regulations (FHR).
- 3.9 Food must be refrigerated at a maximum temperature of 8° centigrade (FHR), but recommended good practice is a maximum of 5° C. Hot food must be heated to at least 75° for a minimum of 30 seconds and maintained at 63° C or above up to a maximum of two hours. After that it must be rapidly chilled or discarded, but this is outside the scope of existing WMP facilities other than Tally Ho, Training Centre and the Public Order Training site, Albrighton.
- 3.10 Temperature control is specifically aimed at protein products including cheese and egg products. This would, for example, include salads which contained mayonnaise as it contains egg. Fresh fruit such as apples do not specifically need to be refrigerated, but they should be sanitised before consumption.
- 3.11 Suitable catering thermometers should be used to ensure correct food temperatures are maintained and these can be obtained on request from the appointed catering suppliers, or purchased from www.foodsafetydirect.co.uk
- 3.12 Individual managers and/or supervisors responsible for co-ordinating planned and emergency catering events, should appoint and task individuals to deal with catering provision to ensure just in time delivery and maintenance of appropriate standards.
- 3.13 Food safety training courses (one day) should be undertaken by those officers/staff with catering responsibility which can be sourced via their People Development Officer (PDO).
- 3.14 It is also the responsibility of management to ensure that the catering received by the LPU/Department for hospitality purposes is provided by a reputable supplier. In addition, if management have arranged for any supplier to attend police premises to provide food directly to staff (i.e. lunch time supply of sandwiches etc), that apart from normal security vetting procedures, the supplier's preparation facilities should be checked by a Force approved expert, to ensure that they meet the required health and safety standards.

4. FURTHER ADVICE

4.1 Further advice may be obtained from:

- Health & Safety Unit
- Corporate Services
- Contracts & Procurement Unit
- Approved suppliers
- Occupational Health Unit
- Local Authority Environmental Health Departments
- The Food Standards Agency & NHS

The Force Health & Safety Committee will initiate reviews, audits and commission guidance on catering provision.

5. ENFORCEMENT and CONTROL

5.1 Food safety management in the UK is governed by the Food Safety Act 1990 the various regulations [General Food Hygiene Regulations (England) 2006] and statutory instruments set out under the Act and EU Directive 852/2004.

5.2 All food businesses are required to register with their local authority's Environmental Services Department. Environmental Health Officers (EHOs) are responsible for policing legislative requirements relating to food safety. Businesses are defined as any undertaking producing or supplying food for human consumption, whether they are run for profit or not. The fundamental requirement is to maintain an auditable trail from supply to consumption.

5.3 EHOs conduct inspections of food businesses according to risk assessment criteria. Food businesses supplying vulnerable people such as hospital patients, the elderly and children, for example, are likely to be priorities. Other businesses are visited according to the risk ranking and previous history.

5.4 EHO inspection reports/results should be published on the relevant authority's website. There is a simple H (for hygiene) rating system following these inspections, where a maximum of five Hs can be awarded for good businesses. Many businesses will display their award on their premises against the relevant year.

6. FOOD SUPPLIERS

6.1 Contracts & Procurement Unit will advise on the sourcing and approval of suppliers as graded according to their capability and capacity for catering volume and **only approved suppliers** will be used. The current list of approved suppliers (and their capacity) is attached at [Appendix A](#). Requests for new suppliers should be submitted to Contracts & Procurement Unit to verify and authorise.

6.2 Food must only be purchased from reliable sources. (*see sub-section 3.14*). Food safety and reliability isn't necessarily related to the size of the business and hygiene is chiefly achieved at local business unit level (i.e. source). Franchised businesses may carry a well known name but are often independently owned and should demonstrate the high standards expected of any reputable supplier.

6.3 A small number of the approved suppliers shown are available 24/7 i.e. Baxter Storey Ltd and Corporate Catering Solutions. However, other suppliers should always be contacted with a view to establishing their working/delivery arrangements.

7. FOOD SAFETY SYSTEMS

- 7.1 Section 6 sets out the approach to the use of only approved suppliers. However, if in exceptional circumstances an alternative catering supplier is required (sub -section 3.14), then the below food management requirements must apply as set out by Contracts and Procurement with all approved suppliers.
- 7.2 All reliable sources must have auditable and demonstrable food safety management systems in place. Food safety control measures should include an audit trail for each stage in the process from supply to consumption.
- 7.3 Food safety management systems should include:
- Staff records – training, certification, health, personal health & hygiene
 - Staff personal protective clothing & equipment (PPE) and washing/changing facilities
 - Premises and equipment design and maintenance
 - Cleaning and sterilising programmes
 - Purchasing records and supplier appraisal
 - Food handling and storage
 - Thawing, heating, chilling and freezing procedures
 - Cross contamination controls
 - Waste management
 - Pest and vermin control
 - Laboratory testing of samples (larger businesses)
 - Temperature control records
 - Transportation
 - Delivery records
- 7.4 Larger food businesses should have in place a safety management system known as HACCPs (Hazards Analysis, Critical Control Points) and smaller businesses must have systems in place which follow the HACCPs principles. Put simply, this means a system which clearly identifies that each stage of food processing is identified, especially where there is a risk or particular hazard, and a control measure implemented and monitored to eliminate or reduce the risk. An example of this would be the recorded temperature of food when delivered i.e. if it is outside of the required temperature, then it should be rejected.
- 7.5 Smaller businesses should also have systems in place, but they may use a diary type system of record keeping such as Safer Food, Better Business – SFBB.
- 7.6 Reputable suppliers should demonstrate their food management practices and records. They will normally be willing to show clients around their premises and will require visitors to wear protective clothing, head and footwear, remove jewellery and sterilise their hands before entering.

8. EQUALITY IMPACT ASSESSMENT (EQIA)

- 8.1 The Policy has been reviewed and drafted against all protected characteristics in accordance with the Public Sector Equality Duty embodied in the Equality Act 2010. The policy has therefore been Equality Impact Assessed to show how WMP has evidenced 'due regard' to the need to:
- Eliminate discrimination, harassment, and victimisation.
 - Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
 - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Supporting documentation in the form of an EQIA has been completed and is available for viewing in conjunction with this Policy.

9. HUMAN RIGHTS

9.1 This policy has been implemented and reviewed in accordance with that set out with the European Convention and principles provided by the Human Rights Act 1998. The application of this policy has no differential impact on any of the articles within the Act. However, failure as to its implementation would impact on the core duties of values of WMP (and its partners), to uphold the law and serve/protect all members of its community (and beyond) from harm.

10. FREEDOM OF INFORMATION (FOI)

10.1 Public disclosure of each policy document is determined by the Force Policy Co-ordinator in agreement with its owner. Version 1.3 of this policy document has been GPMS marked as not protectively marked and is fully disclosable to members of the public via the Force WMP internet website.

10.2 Public disclosure does not automatically apply to supporting Force policies, directives and associated guidance documents, and in all cases the necessary advice should be sought prior to disclosure to any one of these associated documents.

There are no exemptions to the disclosure of this policy (see below):-

Which exemptions apply and to which section of the document?	Whole document	Section number
No issues – version 1.3	n/a	n/a.

11. TRAINING

11.1 Any training required to comply with this policy will be provided under the guidance of the Head of Corporate Services Department.

12. PROMOTION / DISTRIBUTION & MARKETING

12.1 The following methods will be adopted to ensure full knowledge of the Policy:

- Policy document and associated documents on the Force Intranet (noticeboard) for the attention of all WMP officers and staff;
- Recording and audit entry on the Force policy library;
- Intranet marketing via Corporate Services Department.

13. REVIEW

13.1 The Policy business owner Corporate Services will maintain outright ownership of the policy and any other associated documents and in-turn delegate responsibility to the department/unit responsible for its continued monitoring.

13.2 The policy should be considered a 'living document' and subject to regular review to reflect upon any Force, Home Office/ACPO, legislative changes, good practice (learning the lessons) both locally and nationally, etc.

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- 13.3 A formal review of the Policy document, including that of any other potential impacts i.e. EQIA, will be conducted by the date shown as indicated on the first page.
- 13.4 Any amendments to the Policy will be conducted and evidenced through the Force Policy Co-ordinator and set out within the version control template.
- 13.5 Feedback is always welcomed by that of the author/owner and/or Force Policy Co-ordinator as to the content and layout of the policy document and any potential improvements.



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14. VERSION HISTORY

Version	Date	Reason for Change	Amended/Agreed by.
1.0	10/01/2010	Force Order (01/2010)	Force Order authorised by CC Sims
1.1	12/07/2010	Revised list of approved caterers as agreed with Force Health & Safety committee	Steve Middleditch – Head of Corporate Services
1.2	24/05/2012	Order transferred to policy template and Force Reference number added. Updated list of approved caterers included in policy document (24/5/12) n.b. no significant changes have been made to the content of the Order. **Policy is currently subject to review.	Martin Keating – Policy Coordinator & Steve Middleditch – Head of Corporate Services
1.3	28/01/2013	Policy and list of caterers reviewed with the following amendments: <ul style="list-style-type: none">• Reference to OCUs removed;• The Good Food Chain <u>added</u> to main approved caterers;• Trenchers (Janus – 1762) Limited, <u>removed</u> from list of caterers.	Steve Middleditch – Head of Corporate Services
1.4	10/06/2015	Update of approved caterers	Steve Middleditch – Facilities Management Manager



MAIN APPROVED CATERERS 2014

Caterer Name	Address	Contact Details
Snackaway	Unit 7b Plant Lane Business Park Plant Lane Burntwood Staffordshire WS7 3GN	Tele No: 01543 274811 Fax No: 01543 278026 Email: snackaway@btconnect.com 1st Contact: Nigel Tompkinson 07886 549342 2nd Contact: Phil Wadeley, Director 07859 929684 3rd Contact: Owen Moxham, 07877492937 4 th Contact : STEPHEN MOXHAM - FINANCIAL DIRECTOR. Tel: 01543 274811 Email: steve@snackaway.co.uk Catering Capacity: 100 plus
Tiffin Sandwiches Ltd	Prospect Works, 234a Allerton Road, Allerton, Bradford West Yorks BD15 7AA	Tele No: 01274 495066 Contact Name: Nick Hogan Email: nick@tiffinsandwiches.co.uk Catering Capacity: 100 plus
Corporate Catering Solutions	CCS Corporate Catering Solutions Limited Po Box 15994 Halesowen West Midlands B62 2HN	Tele No: 0121 501 6922 Andy Cleary, Director - 07831 690616 Email: andy.cleary@corporatecateringsolutions.co.uk Catering Capacity: 100 plus
Brunch Bite Ltd	Unit 4 Modular Court Enterprise Drive Four Ashes Wolverhampton WV10 7DF	Tele No: 01902 798855 Contact Name: Richard Fowler Email: richard@brunchbite.com Catering Capacity: 100 plus