

Allergen and Food Intolerance Support Pack for Catering and Retail Businesses.

ENVIRONMENTAL HEALTH
PLACE SERVICES



ST HELENS
BOROUGH COUNCIL

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Introduction

This Allergen and Food Intolerance Support Pack has been created by the Environmental Health Team at St Helens Council to help businesses in becoming compliant with the Food Information Regulation 2014.

Food business operators in the retail and catering sector are required to provide information about 14 identified allergens (see list of allergens in pack) and follow labelling rules as set out in food law.

This means that food business operators must:

- provide allergen information to the consumer for both prepacked and non-prepacked food and drink
- handle and manage food allergens effectively in food preparation.

Food businesses must make sure that staff receive training on allergens. Staff can complete free food allergy training on the Food Standards Agency website (details are included in this pack).

Food Businesses must also provide allergen information in writing if they sell or provide food to their customers directly, they can do this by providing either:

- full allergen information on a menu, chalkboard or in an information pack
- a written notice placed in a clearly visible position explaining how their customers can obtain this information

As a Food Business you can display the allergy and intolerance sign within this pack to tell customers how they can find allergy information or create your own sign.

When allergen information is provided as part of a conversation with a customer, this should be backed up by accurate written information, to do this you can provide an allergen matrix for all your dishes. In this pack you will find blank copies of an allergen matrix for you to use. To help you complete an allergen matrix, we have included in this pack an example of a completed matrix.

If you have any further questions or queries, please contact environmentalhealth@sthelens.gov.uk

Alternatively, additional allergen information can be found on the Food Standards Agency website <https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses>

The 14 Listed Allergens



GLUTEN



PEANUTS



TREE NUTS



CELERY



MUSTARD



EGGS



MILK



SESAME



FISH



CRUSTACEANS



MOLLUSCS



SOYA



SULPHITES



LUPIN

Display Notice

FOOD ALLERGIES and INTOLERANCES

Please speak to our staff about the ingredients in your meal, when making your order.

Thank you.



Free Food Allergy and Intolerance Training

There are six modules which include a knowledge check at the end of each one. You will need to register, answer a short survey and then study the modules. Once you have completed each module, you will be able to complete the assessed test for each module. You will need to pass all 6 module tests to gain your certificate. The progress bar on the main course menu page will help you to track your progress.

These modules are divided into the following themes:

- Module 1: Effects that allergies have in the body
- Module 2: The rules for allergen information
- Module 3: Managing allergens in the factory
- Module 4: Providing accurate allergen information for prepacked and non-prepacked food
- Module 5: Managing allergens in a catering environment
- Module 6: The use of voluntary labelling

Once you have completed the modules, you will be able to take the module tests. If you answer 85% of all questions correctly on the tests, you will be able to download a certificate

Please click on the link to access the free allergen training provided by the Food Standards Agency. Alternatively, you can enter the URL details into your web browser.

<https://allergytraining.food.gov.uk/>

Once on the webpage, scroll to the bottom and click the GREEN Button that says:

‘Complete Survey and Start Course’

Preparing an Allergen Free Dish

1. Any meal prepared specifically for a customer with a food allergy should be prepared to order and in isolation.

ALLERGEN - NO PEANUTS!

2. You must ensure that the Allergen is highlighted on the order ticket and that the chef has been made aware of the allergen free dish requirements.

3. One member of staff should oversee the order throughout its journey from order to delivery/collection. This member of staff should ensure that the Sites Allergen Matrix is verified to ensure that the dish does not contain the declared allergen. They must also ensure that they check the packaging of ingredients used to ensure that the product does not contain the declared allergen.
NEVER GUESS!

DISHES AND THEIR ALLERGEN CONTENT (CHECK THE GRID OF YOUR FOOD BUSINESS HERE)

DISHES	Gluten	Eggs	Peanuts	Soya	Milk	Wheat	Mustard	Sesame	Almonds	Other Nuts	Other
Flava Salsa	✓										
Cheese Sauce					✓						
Salad											
London Fried Chicken											

Ingredients:
Wholegrain **Wheat** (84%), Sugar, Plain Chocolate (12%) (Sugar, Cocoa Mass, Cocoa Butter, Emulsifier: **Soya** Lecithin, Flavouring), Salt, Flavouring, Iron, Niacin, Thiamin (B1), Riboflavin (B2), Folic Acid.

Allergy Advice:
For allergens including cereals containing gluten, see ingredients in **bold**. Also, not suitable for peanut, nut and milk allergy sufferers.

Energy
Fat of which Carbohydrate of which Fibre Protein Salt



4. Work surfaces must be cleaned and disinfected prior to use. This will help to avoid the risk of cross-contamination by an allergen contaminating a surface used in food preparation.

5. Food handlers must wash their hands with hot and cold, or suitably mixed warm water and an anti-bacterial liquid soap and dry their hands using disposable paper towels as allergens can stick to cloths, before they begin food preparation and must avoid touching other food types until they have finished a preparation task.





6. The cooking oil must be changed when preparing a meal that must not contain a certain food type. For example, if food is cooked in oil that has been previously used to cook egg, this could cause a reaction in someone who is allergic to eggs. If the oil can't be changed e.g., Deep Fat Fryer, then **YOU MUST** inform the customer that the food is cooked in shared oils.

7. All cooking equipment must be cleaned prior to preparing an allergen free dish to reduce the risk of cross contamination. This includes, knives, tongs and chopping boards.



8. All ingredients to prepare the dish should be taken from back-up stores and not open service wells, cooler draws or containers in the main preparation area where the risk of cross-contamination is much higher.

9. **DO NOT** use the top food container to package the allergen free dish e.g. container or box. The top container may have been cross-contaminated during service. Ensure you take containers from the middle where they are more protected.



10. **YOU MUST** ensure that the packaging is marked or labelled indicating that it is the allergen free dish specially prepared to order.

REMEMBER –



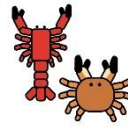
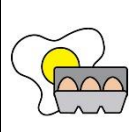
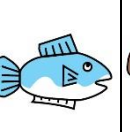
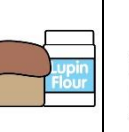

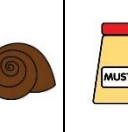
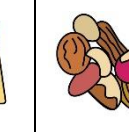
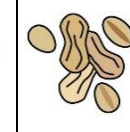

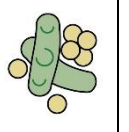

1. If you are unsure, **NEVER GUESS.**
2. It is your legal responsibility to provide the customer with enough information to make an informed choice. **NEVER** tell them what they can and can't consume.
3. If you have all allergens within your premises, you can never rule out the risk of cross-contamination. You can only try to minimise it by implementing the above controls. **ENSURE** your customer is aware of this.
4. If you cannot guarantee an allergen free meal as requested. **YOU MUST NOT** honor the sale.

Completed Example Allergen Matrix

Dishes and their allergen content

(Note – Please state the name of the cereal(s) containing gluten* and/or the name of the nut(s)†)

✓ = Contains Allergen DF = Deep Fried in Shared Oils MC = May Contain

Dishes														
	Celery	Cereals containing gluten*	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts†	Peanuts	Sesame seeds	Soya	Sulphur Dioxide
Garlic Bread with cheese		✓Wheat		MC			✓							
Pepperoni Pizza		✓Wheat					✓				MC			✓
Lasagne		✓Wheat		✓			✓						✓	✓
Sweet Potato Fries (DF)														
Chocolate Hazelnut Brownie		✓Wheat, Barley		✓			✓			✓Hazelnut			✓	
Banana Fritter	MC	✓Wheat		✓			✓						MC	

Review date:

15/8/2021

Reviewed by:




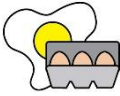
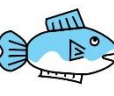
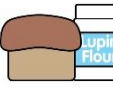








A.Manager

Blank Allergen Matrix Sheets

Dishes and their allergen content





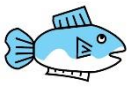
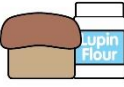








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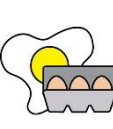
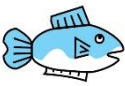
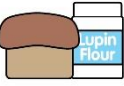








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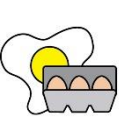
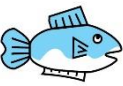
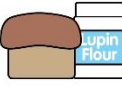








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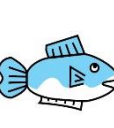



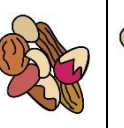
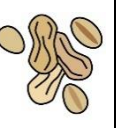
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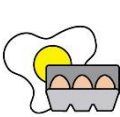
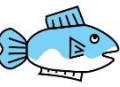
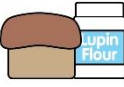



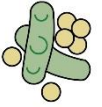

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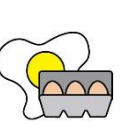
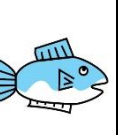
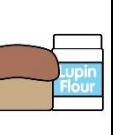


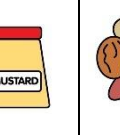
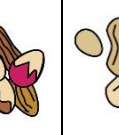
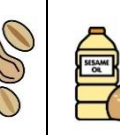
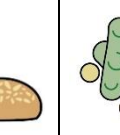


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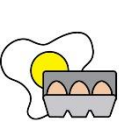
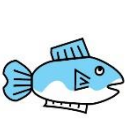





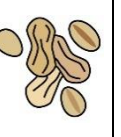

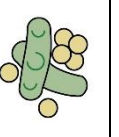

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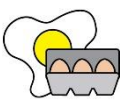
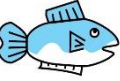
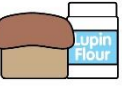








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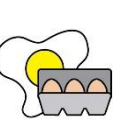
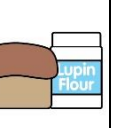


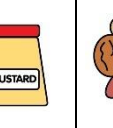
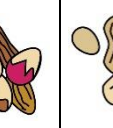
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