

Food Safety: Useful information for CFMS



Here at FareShare Midlands we are determined to support our members with the safe and efficient distribution of surplus food.



After a number of trials and collaboration with our Primary Authority and Food partners, we have recently updated our Food Safety manual and some of the updates allows us to distribute even more types of food to our members for onward distribution.



This document is a summary of key and useful information which we hope will provide advice & direction around a host of food supply scenarios.

1. Use of Food by Community Food Members
2. Receiving Food Safely; Deliveries & Collections
3. FareShare Policy for CFMs Freezing Food



4. Distributing Chilled Food to Individuals
Standard Operating Procedure (SOP)



5. Pantry Models and Social Supermarkets



6. Unlabelled Goods Information for
CFMs

7. Best Before Date Policy

8. Natasha's Law – Guidance for CFMs

9. Handling Surplus Catering Packs:
Creating Portions for Distribution



10. The LCP Process



1. Use of Food by Community Food Members

All food, once received, becomes the property of the Community Food Member and FareShare accepts no liability in respect thereof.

- The Community Food Member undertakes that it will have effective procedures for the safe and secure receipt and storage of food provided by FareShare. The procedures must also meet food safety requirements.
- Food donated by FareShare will be used for charitable purposes, and is for the sole use of the receiving registered Community Food Member.
- The food may not be sold, exchanged, given away or used in any other way. Any breach of this will mean contract is withdrawn, and legal proceedings may follow.
- It is agreed that a charge may be levied by the Community Food Member to their clients, provided it contributes to the cost of producing a meal, for example utility costs and staff time, and does not result in profit.
- The Community Food Member will ensure that all staff involved in handling food will be knowledgeable of food hygiene requirements and adequately trained, as required by law (see definition). A member of staff is required to hold a Level 2 certificate in Food Safety in Catering.
- The Community Food Member will comply with legally acceptable standards of hygiene in the handling, storage, preparation and serving of meals, and in accordance with manufacturer's instructions (if available), the instructions given on the FareShare delivery note, good practice and current legislation.
- Meals prepared from food supplied by FareShare must only be consumed on the registered premises and must not be handed out for consumption at a later time.



Food Safety:

1. Use of Food by Community Food Members



The Community Food Member **must** comply with the following points;

- a. Food must be consumed within the **USE-BY-DATE** stated on the packaging.
- b. Chilled food must be kept refrigerated at a temperature of between **0°C and 5°C**.
- c. Chilled food that is within date can be frozen by following the FareShare policy for freezing food.
- d. The only other food types that can be frozen are bread and non-dairy cakes.
- e. Frozen food must be stored in a freezer at a temperature of between **-18°C and -22°C**.
- f. Any specific conditions imposed by the food or non-food supplier or manufacturer must be met
- g. Any food not used must be disposed of safely, after first removing wrappers and all other packaging identifying the manufacturer or supplier.

Stolen Food

In the event of food supplied by FareShare being stolen from the Community Food Member, the Community Food Member must immediately inform FareShare. FareShare will undertake an initial inspection in conjunction with the Community Food Member and jointly agree a course of action. When appropriate the Community Food Member will then be asked to inform the Police and obtain a Police Incident Number. The Community Food Member must also confirm the details of the incident in writing quoting the Police Incident Number (when relevant).

Recalled Food

In a situation where product is recalled by the manufacturer, the Community Food Member is required to co-operate with FareShare in ensuring that any recalled product which has been received by the Community Food Member is quickly identified and isolated. The Community Food Member is required to follow instructions given by FareShare about how the product should subsequently be handled.

2. Receiving food safely; Deliveries & Collections

Food Orders for Community Food Members will be allocated on the basis of:

- The availability of food
- The needs of the project
- The need to distribute the service evenly between all registered projects
- The distance that the van is able to travel during the delivery shift



Allocations are made to CFMs using FareShare's Operational Management System - GLADYS.

GLADYS will generate Dispatch Notes detailing:

- The amount of food that has been allocated to each project by the number of trays.
- Use By dates or Best Before dates
- Any special instructions for storage or preparation that the projects should be aware of, such as whether items have been frozen. This information is essential to ensure safe storage and preparation of the food by the CFM.

- If the food has been given a date extension (Best Before only) the extension letter should be uploaded to Gladys and accompany the goods to the CFM.

Two copies of the completed Dispatch Note should be printed from Gladys, one for FareShare Midlands and one for the receiving CFM.

Deliveries

Delivery drivers must record the temperature of the vehicle on arrival at the CFM address on the relevant Dispatch Note, and ensure a CFM representative signs the Dispatch Note for FareShare's records.

Deliveries are made by FareShare to the premises the CFM provides on their application form. If the CFM's organisation address changes, they must alert FareShare to ensure a Food Safety check can be arranged for their new address.

Deliveries aim to be made within a 4 hour window, but delays are common due to volunteer shortages, traffic levels and changes to delivery routes.



2. Receiving food safely; Deliveries & Collections

Collections

Organisations can collect their food orders directly from their nearest FareShare Regional Centre. Collecting CFMs must;

- Arrange a collection time directly with the depot they receive food from.
- Ensure they collect in a suitable sized vehicle.
 - A standard sized car is suitable for collecting an order up to 180-220kg. Anything more than this we recommend using a van.
- Decant the FareShare food from the trays provided when packing into their vehicle.
- Understand Manual Handling guidance - Care to be taken when lifting heavy items, asking for help if necessary.
- Sign the Dispatch Note and return it to a FareShare Midlands representative before leaving the warehouse site.

Collecting chilled food

FareShare depots work to **strict time and temperature controls** while storing and transporting food and it is imperative that all organisations collecting chilled food follow these controls closely;

- Chilled/ frozen food should be out of refrigeration for a maximum of 30 minutes only.
- CFMs must use cool boxes/ bags to collect chilled and/or frozen food from a FareShare Regional Centre, ensuring ice blocks are used.
- On collection of the food from the FareShare Regional Centre, ensure that the lid of the cool box/ bag remains closed to ensure the temperature remains stable.
- On arrival at your premises, remove the goods and note the temperature for your own intake records.
- The food should then immediately be placed back into a chiller/ freezer to retain temperature.

We will not be able to provide the food without the chiller box, complete with ice packs.

If you have any questions, please speak to your Community Coordinator at enquiries@faresharemidlands.org.uk



A core part of FareShare has and will remain the belief that the food we supply should be wholesome and nutritious.

There has been a considerable growth in the amount and type of food offered to FareShare over the last two years. This has had an impact on our CFMs, what they can and can't accept from FareShare - given the sometimes short life on the product.

FareShare fully understands where Food Safety Law states that food with a Use By date cannot be frozen to extend the life of product, but by working with the FSA (Food Standards Agency) on developing this policy, we would hope to become more flexible with a view to minimising the amount of food waste and maximising the amount of food our CFMs can accept.

This can only be achieved by the CFM having robust monitoring and control systems based on the principles of HACCP to ensure safe handling and storage.

FREEZING

- CFMs can only freeze foods that are **WITHIN** their Use By date.
 - This includes foods to be used as an ingredient to a meal i.e. sausages to be used in a casserole or chicken to be used in a curry.
- The freezer must be at **-18°C** or below and temperature records kept and maintained.
- CFMs can also freeze goods to be distributed to individuals, providing they have been passed & authorised to do so by their local EHO in writing and available on request.

STORAGE

- Prior to placing foods into a freezer the CFM must label the goods with the date frozen and enter it onto either a manual or an electronic stock system. This is to ensure good stock rotation & ensure food is not kept frozen for more than one month.

DEFROSTING

- Foods **MUST** be defrosted in a controlled environment and probed to ensure the goods are fully defrosted before cooking.
- Foods must also be processed during the day that they are fully defrosted, to prevent bacteria multiplication.

By employing the methods above, it is hoped our CFMs can suspend the date and become more flexible in their approach to short dated ingredients.

Food Safety:

4. Distributing Chilled Food to Individuals



Standard Operating Procedure (SOP)

PURPOSE: To safely distribute surplus chilled food to individual service users (clients) from Community Food Members (CFMs) and Community Food Associates (CFAs) of FareShare.

SCOPE: This procedure applies to CFMs who receive chilled food through FareShare.

INSTRUCTIONS:

Community Food Members

1. Train employees/volunteers on using the procedures in this SOP
2. Follow all Environmental Health requirements
3. The SOP for Receiving Deliveries must be adhered to by the CFM/CFA
4. The CFM/CFA must show evidence of a satisfactory EHO inspection
5. The CFM/CFA must store the food correctly and have robust systems and records in place which will include refrigeration temperature records
6. A volunteer or employee of the CFM/CFA must be on duty who holds a Food Safety qualification (minimum Elementary or Level 2), who can advise the client on the safe storage and cooking of the chilled food
7. The quantity of chilled food given to each client must be restricted to what they can use within an appropriately short time frame which will be dictated by the use-by-date of the chilled food
8. Comprehensive guidance on how the food should be stored must be issued with the chilled food to the client
9. All clients must sign for the receipt of the chilled food which will represent the transference of ownership of the food and therefore the transfer of due diligence will be at this point
10. Raw and ready-to-eat foods must be stored separately by the CFM and distributed in separate bags to help prevent cross contamination
11. If the employee/volunteer issuing the food is in doubt that the client is capable of following the guidance or understanding their responsibility about receiving and using the chilled food, then they should not issue it



5. Pantry and Social Supermarket Models

The Pantry or Social Supermarket model enables registered members to self-select from a range of food items, including chilled foods as well as store cupboard groceries.

FOOD SAFETY:

- Environmental Health & FareShare Regional Center inspect the pantry before it's allowed to provide food to people
- The pantry team has at least two people trained to Level 2 Food hygiene for catering
- All other FareShare food safety procedures are required
- The individual members who join pantry schemes agree to look after the food well and store it appropriately



Storing food in a domestic setting

- When you arrive home, put the chilled food into your fridge immediately. This will ensure the food is kept at the correct chilled temperature and the growth of bacteria is reduced.
- Store raw meat such as minced beef or raw chicken at the bottom of the fridge and cooked and ready-to-eat foods such as pork pies, cheese and yoghurt at the top of the fridge. This will prevent food poisoning bacteria from the raw food contaminating the ready-to-eat foods.
- Make sure food is eaten before the Use-By date has expired. This is because the bacteria will still be multiplying even in the fridge although at a slower rate, by consuming food before the Use-By date we ensure bacteria are kept to safe levels.
- Discard any food that has passed its Use-By date. This is because food that has passed its Use-By date may have unsafe levels of bacteria that cooking cannot destroy and may cause food poisoning.
- Ensure the fridge is cleaned regularly and that the temperature is maintained below 8°C (5°C in Scotland)

Chilled food has the potential to cause food poisoning if not stored correctly. This is because the bacteria that causes food poisoning grows at temperatures above 8°C (5°C in Scotland). By storing chilled food correctly, we cut down the risk of bacteria multiplying to a harmful level.

Below is some guidance for receiving any unlabelled goods from FareShare:

- FareShare will only send unlabelled goods to organisations that run catering operations.
- Any organisation that has a dual service such as a community shop or give out food parcels will not be able to receive any unlabelled goods.
- Any unlabeled products must be accompanied with an information sheet relating to that product listing all ingredients and any allergens that may be present in the product.
- If you ever receive unlabelled goods by mistake, please contact the supplying FareShare depot to arrange for it to be picked up - faresharemidlands.org.uk/contact-us
- To avoid unlabelled stock being used by mistake, they should be stored separately from other goods and a copy of the information should be accessible for all staff and volunteers.
- In the instance two different unlabelled goods are delivered, ensure that the information sheets are within the unlabelled packaging and that the goods are kept separately to avoid any confusion.



What are Best Before Dates?

Best Before dates are about **food quality** not safety. If food has passed its Best Before date it does not mean it is unsafe. However, it might have started to lose its colour, flavour or texture.

Types of food

Best Before dates are usually found on food that lasts a long time, such as frozen, dried or canned foods. Some whole fruit and vegetables may also have a Best Before rather than a Use By date. The Best Before date should be used as a guide but judgement should be made based on the quality, through sight, touch & smell.

Guidance from WRAP

WRAP published [new guidance](#) in 2020 underlining the fact that food past its Best Before can remain safe to eat for a long time after that date in a bid to reduce food waste.

“The law states that all food with a Best Before date can be sold, redistributed and consumed after that date, as long as it’s still good quality. Depending on the type of food and whether it has been stored correctly, food can stay safe, and perfectly good to eat for days, weeks, months or even years after its Best Before”

The wrap guidance aims to increase the amount of food made available by businesses for redistribution by ensuring that all food items, including any approaching or past the Best Before date, are considered for redistribution, the Wrap guidance is endorsed by the Food Standards Agency and DEFRA. This policy aims to build on WRAP’s guidance and create a policy that works for FareShare and our partners.

This policy is aimed at increasing food redistributed by FareShare, not reducing quality of food. FareShare’s Primary Authority, The Royal Borough of Greenwich, endorses this policy. FareShare has chosen to use the Wrap guidance as a basepoint to formulate our own policy with a view to being able to accept more food from the industry and try in some way to cut down on the amount of manufacturer extension notes needed and used.



7. Best Before Dates

Category	Extension time	Checks needed
Frozen Food	3 Months	Temperature Monitoring
Fresh Produce	Common-sense approach	Sensory check i.e., visual, touch and smell.
Wrapped bread and bakery	3 days	Visual conformity
Pita wraps and similar	1 Month	Visual conformity
Crisps	1 month	Packaging intact
Biscuits & cereals	2 Months	Packaging intact
Tinned	3 Months	No dents in tins
Cooking sauce	1 Month	Packaging intact
Dried pasta, rice/pulses	3 Months	Packaging intact
Preserves and condiments	3 Months	Packaging intact
Soft drinks	1 Month	Packaging intact
Bottled water	3 Months	Packaging intact.
UHT Milk	1 Month	Packaging intact.

Eggs: Organisations supplied with eggs by FareShare must use them before the best before date & ensure the eggs are cooked thoroughly before consumption. Catering members only can use eggs that are beyond the best before date, but only when cooking.



8. Natasha's Law Guidance

What is Natasha's Law?

In July 2016, 15 year old Natasha Ednan-Laperouse bought a baguette from Pret a Manger, which had been made up and packaged in the store. Due to this, the store were not required by law to include written allergens on the label. Natasha very sadly suffered a devastating allergic reaction and later died in hospital.

Since then, her parents, Tanya and Nadim Ednan-Laperouse, have campaigned to raise awareness and for the law to be changed to protect those with food allergies. As a result of their efforts, the law regarding allergens in prepacked for direct sale (or PPDS food) has changed and will come into effect **1st October 2021** in England, Wales and Northern Ireland. Food Standards Scotland will also be following improved labelling on PPDS food items.

PPDS food will now have to clearly display the following information on packaging;

- **The name of the food**
- **Full ingredients list**
- **Allergens on the ingredients list must be made to stand out (for example, bold writing or different colour text)**

Example of correct labelling:
(image source - food.gov.uk, 2021)



CHEESE AND PICKLE SANDWICH

Mature Cheddar cheese, pickle and butter in sliced malted bread

INGREDIENTS: Malted bread (fortified **wheat flour** (**wheat flour**, calcium carbonate, iron, niacin, thiamin), water, malted **wheat flakes**, **wheat bran**, **wheat protein**, yeast, malted **barley flour**, salt, emulsifiers (mono- and diglycerides of fatty acids, mono- and diacetyl tartaric acid esters of mono- and diglycerides of fatty acids), spirit vinegar, malted **wheat flour**, rapeseed oil, flour treatment agent (ascorbic acid), palm fat, **wheat flour**, palm oil, **wheat starch**), mature Cheddar cheese (**milk**), pickle (carrots, sugar, swede, onion, **barley malt vinegar**, water, spirit vinegar, apple pulp, dates, salt, modified maize starch, rice flour, colour (**sulphite ammonia caramel**), onion powder, concentrated lemon juice, spices, spice and herb extracts), butter (**milk**).

8. Natasha's Law Guidance

How does this affect my FareShare delivery or collection?

It will not, the vast majority of goods FareShare supply is pre-packaged and has all the relevant information already printed on a label, we do however sometimes receive loose goods from local bakers etc. We will be working with these suppliers to ensure that the goods they supply are fully compliant with the legislation.

You can find more information at the following website addresses;

- **Allergens:**
<https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses#allergens>
- **PPDS food items & labelling:**
<https://www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds#food-that-isn-t-ppds>
- **Food Standards Scotland guidance:**
<https://www.foodstandards.gov.scot/education-resources/using-our-resources/food-allergy>

What does this mean for the food my organisation provides?

If your organisation provides any pre-packaged food items that have been prepared by yourselves, on your premises, you will have an obligation to inform those who consume this food of any allergens that may be present.

Alongside the above website links, you can find more information on how to prepare for this change in law;

- natashas-law.com
- food.gov.uk/allergen-labelling-changes

Your local Environmental Health Officer should also be able to provide direct guidance on how to operate within the law safely.

FareShare are committed to providing you with a safe food experience, as we are updated with developments from our supply partners and our Primary Authority regarding Natasha's Law, we will be passing all relevant information along to our charity partners.



9. Handling Catering Packs

Creating Portions for Distribution

Community Food Members of FareShare (FS) are now receiving supplies of food as larger catering packs. FS are aware that these catering packs are being divided/portioned by the organisations they supply to for onward distribution to smaller organisations or food parcels.

FS have agreements in place with their members that state **once food is received by the organisation the responsibility for food safety rests with them.**

However, FS can provide guidance on how to safely divide/portion catering packs.

Types of catering packs

Example products which can be divided are provided below, this list is not exhaustive:

Low-risk ambient catering items	
Single ingredient items	Multiple product ingredients
<ul style="list-style-type: none"> • Dried pasta • Dried rice • Dried pulses • Oats • Cereals • flours 	<ul style="list-style-type: none"> • Biscuits • Cereals with added flavourings • Baking mixes
High-risk chilled catering items	
Single ingredient items	Multiple ingredient items
<ul style="list-style-type: none"> • Prepared fruit and/or vegetables • Meat • Cheese • Plain yoghurt 	<ul style="list-style-type: none"> • Flavoured yoghurt • Sauces • Breaded meat/ meat in sauces
High-risk frozen catering items	
Single ingredient items	Multiple ingredient items
<ul style="list-style-type: none"> • Frozen vegetables • Frozen fruit • Frozen raw meat, where pieces/ packs are individually frozen • Frozen raw fish, where pieces/ packs are individual frozen 	<ul style="list-style-type: none"> • Frozen sausages • Frozen pies/ slices/ bakes, where pieces/ packs are individually frozen • Frozen raw meat/fish with sauce, where packs are individually frozen • Frozen meat substitute products

9. Handling Catering Packs

Food Safety considerations for the handling organisation

- Preparation area to be used for splitting the catering packs, irrespective of the risk classification of the products, should be **a clean dry area with suitable worktop which can be easily cleaned and disinfected.**
- Area and equipment to be used for splitting the catering packs should be **cleaned and disinfected prior to use.**
- Area and equipment used for splitting the catering packs should be cleaned and disinfected **with each change in product.**
 - This is to minimise the potential cross contamination of products, including transferring allergens between products.
- Raw and ready-to-eat products should be **kept separate at all times.**
 - This includes all equipment used when portioning the products. Where this is not possible the product must be split at separate times with thorough cleaning and disinfection of equipment and surfaces between products.
- Prior to portioning suitable wrapping / containers to be made available.
 - **Food-safe containers / wrapping to be used.**
- Prior to portioning **suitable storage space** to be made available.
 - Such as enough space in the chiller / freezers to hold the individual portions.
- **Minimise the time products are taken out of chilled/ frozen storage.**
 - Split smaller quantities at a time and return to chilled/ frozen storage.
- **Frozen products should never be defrosted** in the process of splitting into individual portions.
- **Records to be kept** of product that has been portioned **including date and number of portions created.**
 - This is to help provide traceability in the event of a product recall/ issue with the product.
 - Example of the record to be kept is shown below.
- In the event of a product recall, **notices to be clearly displayed** and where possible made available to recipients of portioned products.



Organisation Prerequisites

For any organisation wishing to accept and divide catering packs the following criteria should be applied, irrespective of the risk classification or the products, unless otherwise stated:

- Organisations have **registered with their local Environmental Health Team**, informing them of their plan to **handle chilled/ frozen catering packs** to be portioned and labelled for onward distribution.
 - Evidence of this to be provided to the FareShare Midlands team.
- Organisations have signed *The Use of Catering Food Agreement*, and sent to the FareShare Midlands team.
- Organisation to have a **Food Hygiene rating of 5**, and food handlers to hold **Food Safety Level 2 certification** or equivalent.
 - Evidence of this to be provided to the FareShare Midlands team.
- FareShare Midlands will need to carry out a documented assessment of the organisation to evidence that the guidance is being followed and the facilities are suitable to handle catering packs safely, including:
 - For handling low risk products only:
 - Separate hand wash facilities accessible from the preparation area.
 - For handling high risk products:
 - Kitchen facilities to be used as the preparation area or a designated food safe area that's been authorised in writing by your local EHO.
 - Separate hand wash facilities accessible from the preparation area.

Food Standards to be applied to all Portioned Food

An allergen risk assessment must be completed prior to packaging. An additional statement **must be added** to the labelling of the individual portions stating the following:

"This item has been handled in an environment where allergens may have been present."



9. Handling Catering Packs

Prior to portioning the product the following information from the original packaging is captured. This information should then be used to create a new label that must be provided with each portion of the product distributed:

1. Date life

Best Before

When splitting the product the date life must not be changed or extended.

- **Ensure the 'opened' product life is used where relevant**, and highlighted on the new label. See below for examples.

Use By

- **Ensure the 'opened' product life is used as the new Use By Date where relevant**, and highlighted on the new label. See below for examples.
- It is highly likely that chilled products will become **On Date** once the original packaging has been opened.
 - What does this mean? Take a pack of chicken with a Use By date 10 days in the future. Once opened and split into individual portions, the Use By date you need to apply to the chicken portions is the date the portion was created. Recipients of the chicken portion should consume, cook or freeze the chicken on the same day they receive it in order to ensure the safety of the food.
- **When splitting the product the date life must not be changed or extended.**

2. Ingredients

When splitting the product ingredients information must not be changed.

3. Allergens

When splitting the product allergen information must not be changed.

4. Storage instructions

When splitting the product storage information must not be changed.

5. Cooking / Use / Thawing instructions

When splitting the product these instructions must not be changed.

A simple way to do this and ensure the right information is being provided to each recipient of the portioned product is to use the original label as shown in the examples below:

Example A: Low-risk ambient multiple ingredient product

Gravy Mix in large tubs – Original Product and Labelling



Suggested new label to be provided with every portion

Knorr Gravy Mix - This item has been handled in an environment where allergens may have been present



NO ADDED MSG

55g PER LITRE

GRAVY MIX FOR MEAT, POULTRY AND VEGETABLE DISHES

Nutrition information (typical values)		per 100ml as prepared
Energy		710/200 kJ
Protein		+8.5 g
Carbohydrate		+9.5 g
Fat		0.5 g
Salt		0.85 g

USAGE INSTRUCTIONS:
Sift in 55g mixture into 1 litre water. Bring to the boil and simmer for 2 minutes.

DOSAGE:

	55g	Entry pack
Powder		110 litres
Water	1 litre	

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Highlight the date on the new label

Example B: High-risk chilled single ingredient product

Natural Yoghurt in 20kg vacuum bag – Original label on the catering bag →



Suggested new label to be provided with every portion.

Greek Style Natural Yoghurt - This item has been handled in an environment where allergens may have been present



Highlight the date and allergens on the new label

10. Local Collection Points

What is a 'Local Collection Point'?

A Local Collection Point (LCP) is a site that receives orders for different Community Food Members (CFMs) to come and collect from.

LCPs allow smaller organisations who may not have the capacity to travel to the depot to collect their food, the opportunity to continue receiving FareShare food by receiving their orders on their behalf.

The food orders will be allocated to a specific CFMs at the depot as per usual, meaning each order will contain a dispatch note, but will not be delivered to that CFM's location.

The LCP Process

AT DEPOT

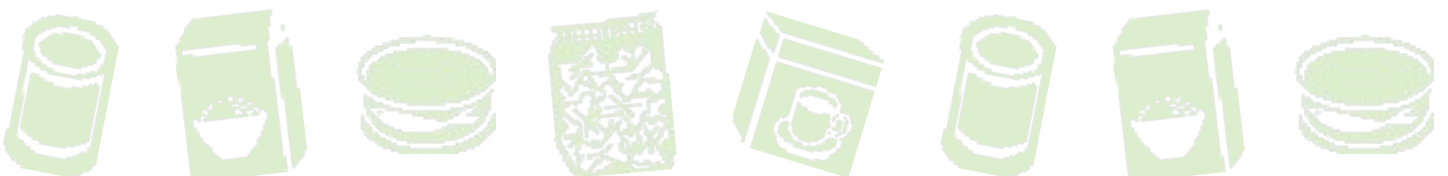
1. Food will be allocated to each CFM at the depot as per usual.
2. Each order will contain 2 copies of their specific dispatch note - 1 for the LCP to sign, and 1 for the CFM to keep.
3. The orders will be placed on the van delivering (or vehicle collecting) with partitions to help identify the separate orders.
4. All orders will be taken to the LCP site, ready for onward distribution.

The LCP site will be notified of an estimated time of arrival 30 minutes prior.

AT LCP SITE

1. The collecting organisations will be notified of the food's ETA by the LCP site or FareShare Midlands Team, so the food can be collected in a timely manner.
2. Upon the food's arrival, chilled/frozen food must continue to be stored in a chilled environment prior to collection.
3. Orders can be separated according to their associated dispatch note.
4. Orders can then be collected by the CFMs, following the guidance for 'Collecting Chilled Food'.

Designated area for food delivery and collection to be organised by the LCP site.



10. Local Collection Points

Frozen Food

The addition of frozen food on orders will often be limited, or may not be possible in some cases, due to the limitations around time and temperature.

After leaving the FareShare Midlands depot, **frozen food will have a 2 hour time limit** when transported in a chilled van.

Where frozen food can be added to orders, it is imperative it is collected in chiller boxes/bags with freezer packs and placed back into a freezer within the 2 hour window.



Food responsibility

Food safety is very important at FareShare Midlands. It is vital that food is handled and stored correctly, to ensure it remains **safe to eat**.

- If the LCP is collecting the food from a FareShare depot, it becomes the responsibility of the LCP once it is in their vehicle.
- The food is the LCP's responsibility at their site, until it is collected and taken away by the associated CFM.
- Once collected by the CFM, the food becomes the responsibility of that CFM.

If you have further questions about the LCP process, please get in touch!

To speak to the depot teams, ring 0116 286 7735 and select your associated depot - South Wigston, Nottingham or Nechells.

For general enquiries, you can email the team at: enquiries@faresharemidlands.org.uk