

Frequently Asked Questions - School Catering Covid – 19

- **Are the kitchen staff using PPE?**

All Facilities Management Catering staff will wear the standard Personal Protective Equipment associated with their role and as required to maintain our high food hygiene standards.

- **Are Kitchen staff maintaining social distancing?**

Where possible our teams will social distance whilst working and serving food. However, this is sometimes made difficult by the size and design of kitchens and the number of staff at work at one time. If social distancing is not possible, then all staff have access to masks or face shields to keep staff and pupils as safe as possible.

- **Can we be confident your kitchens are clean and sanitised?**

We have always maintained excellent standards of cleanliness and food hygiene within our kitchens and this is continuing, with additional attention to any contact points throughout the day. We use an industry recognised sanitiser regularly on all relevant surfaces.

- **What about personal hygiene in a kitchen?**

All kitchens must have handwashing facilities, including hot running water, soap and handtowels. All of our staff are trained to a high standard and understand the importance of hand hygiene. This is regularly reiterated to our teams, along with kitchen signage permanently displayed, reminding of the requirement of good personal hygiene.

- **Do you know the risks and how to manage them?**

As a service provider and a local authority we have excellent health and safety and risk management processes. We have strong links with NYCC Health and Safety colleagues and have robust risk assessments in place for all aspects of the service, including those required by the Government for Covid specific issues.

- **Are my child's dietary requirements being met?**

The School Food Standards are a legal requirement. We have maintained these throughout the pandemic and will continue to do so. If your child has specific dietary requirements, for example, an allergy that we are aware of via a completed and agreed SD1 Form, we will continue to cater for them.

- **My school are providing 'grab bags'/packed lunches – are these value for money?**


In certain cases, we are providing grab bags where this supports the schools risk assessment. Grab bags must still meet the School Food Standards and in the majority of cases cost more to produce than a hot main meal – this is partly due to the high quality produce and homemade or pre-portioned products we provide.

If you require any further information please contact NYES:

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