

Kitchen

Welcome Team Volunteers at The Hope Hub



Notes for Lead Cook & Sous Chef (Plus, any Volunteer assisting in the kitchen)

You will learn...

- How you as a volunteer can help,
- Where to find everything,
- Current routines & tasks including record-keeping and
- Measures to help maintain THH level 5 rating.

Who will benefit?

- Anyone just starting out volunteering for The Hope Hub.
- Anyone looking for the latest updates.
- Anyone who needs a quick reminder!

Come in...



What typically Happens...

Cook here refers to **Lead Cook or Sous-Chef**. Its up to each welcome team to decide how best to work together; you are the experts!

****Don't forget to record who has breakfast & lunch, do kitchen checks, temperature checks & log Cooks meals delivery & those used****
(see recording slides)



Cooks:

- **Check WhatsApp** for notes from last session & **fridge/freezer** contents and **Rota** for type of meal.
- **Prioritize** using any **fresh vegetables** or **fruit in the fridge**; please limit waste.
- *The Lead Cook usually decides on the home-cooked meal or choice of frozen meals to use.*
- **Purchase additional ingredients required**; you can go to your local supermarket, but please **buy budget/value items, ugly fruit/veg** etc – choose the **best value for money**. Typically, this is protein/meat and fresh vegetables & herbs. (See *menus slide for ideas*)
- Don't forget to **claim your expenses**, so **keep your receipts**.
- **Operating solo**: Most volunteers prefer to **use COOKs meals** or **bake jacket potatoes**. (Everyone is kindly donating their time, THH appreciates you all have commitments & holidays!)

- **Cooks** on request prepare and serve **breakfast** of toast & butter/margarine/jam or **eggs** on toast.
- *It's up to the cooks whether they offer eggs or not, and how they cook them.*
- **Record** who has had **Breakfast**.

****COOKs frozen meals: ~18 donated frozen meals are delivered****

- When the delivery arrives, once a week typically on a Wednesday, log the meals. (See *Recording Slides*)
- Place in the freezer, rotating with any left from the previous week. (See *Recording slide*)



Cooks: (Often living well volunteer assists)

- **Perform & record Opening Checks**. (See *Recording Slides*)
- **Fridge/Freezer temperatures; menus** etc. Use *electronic thermometer*
- **Check the Refreshments** area: turn on and fill hot water urn, put fresh milk in a jug in minifridge; put out water. Check there are enough mugs, glasses, tea coffee sugar etc.
- **Check cereals** area is stocked. (See *Refreshment Slide*).
- **Get clean blue cloths, aprons & oven cloths** from store.
- **Check the fridge**, putting away anything purchased and throwing anything out of date.
- **Complete the fridge record sheet**; some volunteers prefer to do this at the end of the session.

Cooks: Prepare and cook lunch. (See *Menu Suggestions & Dilemma Slides*).

- **Home cooked meals** can be made using purchased ingredients supplemented with items already in THH:
 - **cupboard staples** (flour, sugar, condiments, spices);
 - **items from the fridge** (eggs, spreads, cheese, previously bought onions, veg/salad, and potatoes) and
 - **items from the store** (pasta, rice, canned vegetables, tomatoes, tuna etc)
- **COOKs frozen meals** are often supplemented with vegetables, bread & salad.
- **Deserts** (*home made or from store*) and *additional vegetables etc* are up to the *lead cook*.
- **Check/write Menu** on white board by refreshments.
- Always **ask** and check for **allergies** or **dietary requirements**. Regular SUs are gluten free, diabetic, eat halal, vegetarian. Have an **alternative** in mind, be adaptable.

What typically Happens...

And then

****Don't forget to record who has breakfast & lunch, do kitchen checks, temperature checks & log Cooks meals delivery & those used****
(see recording slides)



- Cooks: Serve lunch.** Extra portions, as in seconds, allowed!
- **Test & check** food (both COOKs meals & Home-cooked) is at the correct temperature **using thermometer** (*electronic or meat which are often in pot with spatulas*) before serving; **record** temperatures. (*Temperature Reminder on Fridge*) (*See Recording Slides*)
 - **Left-over food** is offered to SUs as a takeaway in foil trays, then offered to staff or volunteers.
 - Store unused ingredients and food (cooled, labeled & dated, covered in cling or boxed before storing) in fridge. (*Temperature Reminder on Fridge*)
 - **Record who** has had **Lunch** and **how many portions!** ie 2/3 for second/thirds! (Or lots of ticks)
 - **Use the dishwasher** frequently as needed.

- Late comers** can be offered left-overs or a microwaved COOKs meal as a take-away in foil trays.
- Only **some COOKs meals** are **suitable for microwaving** so check; **follow the packet instructions**. Don't forget to **check temperature & record**.
 - **Update the Freezer record** for the COOKs meals. (*See Recording Slides*)
 - **Record who** has had **Lunch** and **how many portions**.
 - THH try not to turn hungry visitors away.

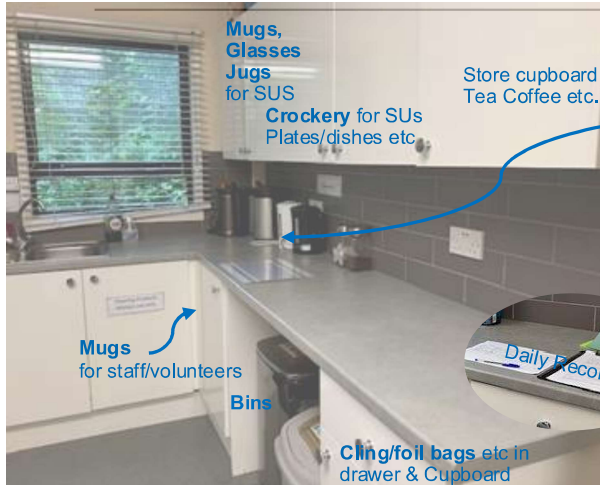


- Cooks** (*Often living well volunteer assists*)
- **Tidy & clean** the kitchen to ensure THH keeps its level 5 status.
 - Wipe & spray (*antibacterial*) all surfaces,
 - clean the hob,
 - load the dishwasher,
 - wash up,
 - sweep & mop the floor,
 - empty the bins.
 - Store cooled left-over food in the fridge.
 - Place **dirty cloths**, aprons, oven gloves etc. in the kitchen **dirty laundry basket** in the laundry.
 - **Close** all kitchen windows (or tell staff if left open),
 - **On Fridays**, throw or give away anything that won't last over the weekend, items that would spoil.

- Cooks** (*Often living well volunteer assists*)
- **Perform & record Closing Checks.** (*See Recording Slides*)
 - **Fridge/Freezer temperatures; closing comments etc.**
 - **Update Fridge** record if not already done so.
 - **Update WhatsApp:** photo & list contents of fridge & freezer, eggs, milk, veg and how many frozen meals are left. Leave comments on fridge items for re-use and anything else to help the next welcome team.

Where to find...

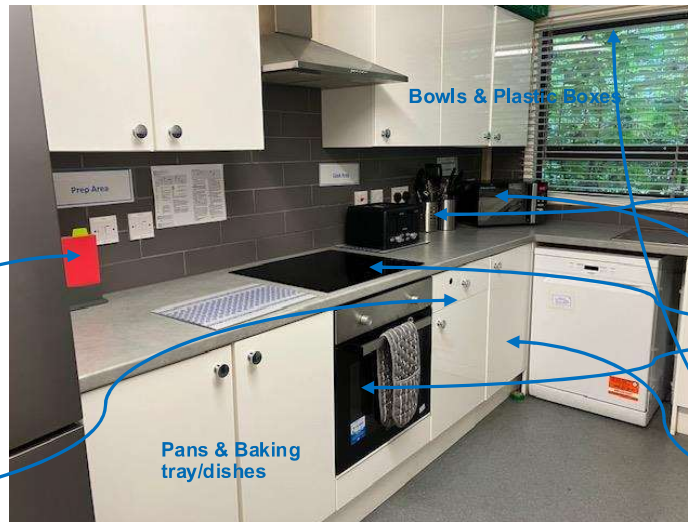
Useful Kitchen Items...



- **Hot Drinks for Staff/Volunteers & SUS**
 - Kettles, tea coffee & sugar – **help yourself to a hot drink.**
 - Staff normally **avoid making drinks during lunch preparation & service** (around 11:30/45- 12:15/30)
 - SUs use different mugs** from staff/volunteers stored in different cupboards.
 - Soup makers in the corner



- **Spatulas & Serving spoons**
- Digital meat Thermometers** for testing dishes & meals before service.



- **Hob, Oven, Microwave & Toaster**
 - Use as you need.
 - Turn off when leave.**



- **Chopping boards for differing foods** (& reminder notice)
 - Red** meat
 - Blue** Fish
 - Green** vegetables, salad or fruit
 - Yellow** Cooked meat
 - White glass general board
 - Please use to **keep level 5 status.**

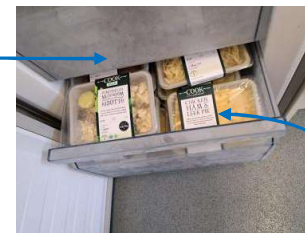
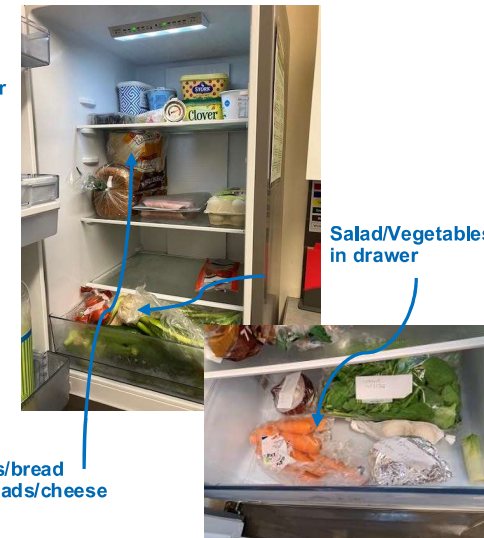
- **Knife drawer always Locked**
 - Scissors & sharp knives, can openers etc.
 - Please keep locked. **Ask** where key is.



- **Take Away items**
 - Foil pots & lids for take away meals/drinks
 - Cutlery
 - Cups & lids
 - More also stored in green crates in store

Where to find...

Fridge/Freezer Store
Cupboard Staples...



➤ Fridge/Freezer Checks:

- **The recommendations** are to use the digital thermometer, checking the temperature below the top shelf, in the middle and by the door to get an average reading. You can also double check this with the thermometers in situ.
- **Thermometer in the fridge.**
- **Don't forget to record the Fridge & Freezer contents** (See Recording slides)

➤ Freezer COOKs Frozen Meals

- **The sleeves have...**
 - use by dates
 - allergens & ingredients
 - cooking instructions
- **Save sleeves for reference** for record keeping, its useful to write the cooked/service temperature on.

Where to find...

Other essentials...



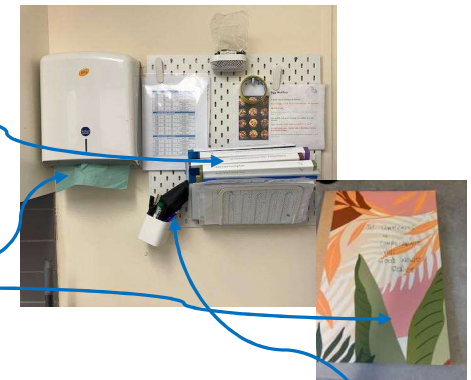
- **General Bin:** *(Reminder to help)*
 - Anything goes in here, including **food waste**.
 - In the **summer double bag** before putting in the black bins outside the front door.
 - Unfortunately, THH suffers from **Ants** in the spring/summer. **Tell someone** if you see any.
 - Please **empty regularly**, when you **leave and** always on a **Friday**.
 - Please **keep everything clean** & wipe up any spills.



- **Fire Blanket:**
 - In case of a kitchen fire is by the door

- **Information folders:**
 - Folders with the recording sheets,
 - Cooking Record
 - Service Accessed Sheet
 - Fridge/Freezer Cooks meals

- There is also "**Safer Food Better Business For Caterer**" although you may prefer "**Level 2 Food Safety Made Easy**" book in he back office by the lockers.
- There are **paper hand towels** too. If you runout, tell the centre manager or a member of staff and they will re-fill.
- There's also a **book for recording any stories** from Sus. Used for reporting back to funding bodies & for grant applications etc. **Please save anything lovely and positive you hear.**



- **Dishwasher:** *(Reminder to help)*
 - Please **use the dishwasher as often** as you need. Its fine to do a wash mid lunch service.
 - Staff usually empty it when they arrive. If they haven't, please do so.
 - When you **leave, please put it on**.
 - Recommended cycles below.

Dishwasher Recommended Cycle

- P4 takes 30mins
- P4 then + for 3s takes 45mins

Please use dishwasher frequently



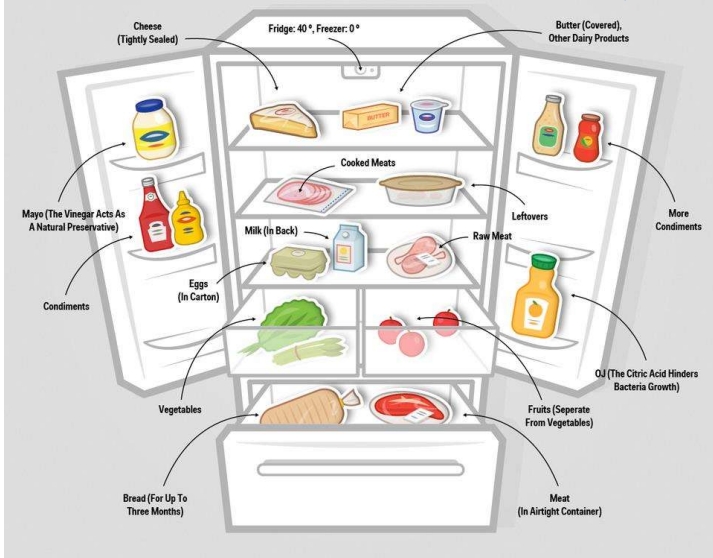
- **Digital Thermometer:**

Where to store...

Please help THH maintain its level 5 rating for excellent kitchen hygiene....



THE RIGHT WAY TO ORGANIZE YOUR REFRIGERATOR

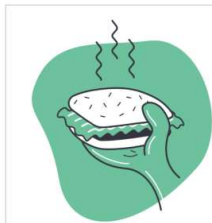


➤ Fridge storage recommendations



➤ Help THH maintain its level 5 rating:

- Environmental Health Officers give food premises a rating based on the criteria below.
- They calculate using the **Food Law Code of Practice** adding together points scored in each category. (scores 0-25: 15 under is deemed excellent receiving 5)



Hygienic food handling

The preparation and cooking of food and how it is subsequently reheated and cooled. Storage of food is also considered in this part of the inspection.



Physical condition of the premises & facilities

Whether it has an appropriate layout, adequate lighting, a high standard of cleanliness, suitable ventilation & pest control.



Food safety management

Evidence that the business is taking suitable precautions to keep food safe. This can include HACCP systems, staff training records and logs of relevant checks.

HAZARDS:

- Multiplication of bacteria
- Cross-contamination

CONTROLS:

- Below 5°C
- High-risk food above raw food
- All food covered
- Stock rotation
- No open cans
- Don't overload
- Colour coding

DAILY CHECKS:

- Temperature (throughout the day)
- Satisfactory storage
- Date codes
- Condition of food
- Cleanliness

And finally...



Crisis Area & Refreshments

Duty Case worker



Reception

- Ask the Duty Case worker if you need advice... on anything!
- Please check every SUs current circumstances before providing an emergency parcel (see store slides).
- If an SU tells you something which makes you think they need help; tell the duty case worker.
- If you feel uncomfortable or hear anything that makes you wary; tell the duty case worker, or the day centre or centre managers.

- "Help yourself Hot Drinks for SUs"
 - Check there is plenty of clean crockery & enough Tea, Coffee Sugar etc.
 - Top up from the kitchen cupboards and the store.

- SU sign-in sheet in folder (GDPR)

Please encourage/escort SUs to reception, to the duty case worker to discuss the purpose of their visit and sign in & out. (In case of fire)

- Trolley for SUs dirty crockery etc.
 - Wheel into kitchen to load dishwasher.
 - Some SUs like to help; they often bring dirty items to the kitchen or help sweep or spray tables at the end during clean & tidy.
 - SUs should NOT be in the kitchen; unless its part of a supervised living well activity, planned in advance.



Mugs, Glasses
Tea, Coffee & Sugar

Mini Fridge
Milk, Juice,
Cold water



- Help yourself Cereals
 - Check there is enough cereals, bowls & spoons etc.

Food Safety & Allergens

Note: A member of Staff has a severe **Allergy to Kiwifruit**. (They carry an EpiPen)
 •Please do **NOT** bring any kiwi fruit or products containing kiwi fruit into THH.
 •Even **airborne** traces can cause a reaction, so please also **refrain from eating them** before you arrive



➤ Kitchen Level 5 rating:

•THH is very proud of the Thank you for helping THH maintain high standards.

- Clean up spills
- Leave Hob & oven clean
- Wipe microwave down after use
- Empty crumbs from toaster
- Use correct cloths, blue kitchen only; green paper towels for hand drying.
- Store food safely within fridge & freezer; box or cover with cling date & label all open packets of food & left-overs.
- Sweep & mop after each session
- Empty & clean bins
- Throw out of date items.

•Periodically Store cupboards need cleaning & sorting and the Fridge & Freezer need attention too. Volunteer help is welcomed; please offer if you have time.



➤ **Specialist equipment**

- Easy grip tools; if you need an aid THH will provide one.

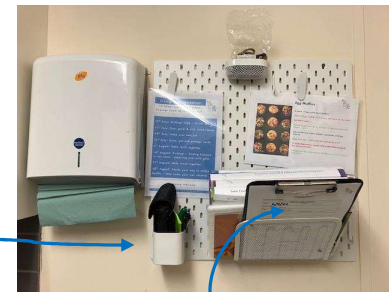


➤ Level 2 Food Safety:

- Everyone in the kitchen, who prepare food, should take the **Level 2 Food Safety**.
- Cooks** are offered the course as part of **Induction**. If you haven't taken the course and would like to, please ask.
- **Renewal** is every **3 years**.

➤ Digital Thermometer

- Sometimes its in the top drawer.



➤ Need a memory jog: Resources

- “**Safer Food Better Business For Caterers**” Documentation; a link on website plus a copy in the kitchen.
- “**Level 2 Food Safety made Easy**” a resource similar to the course level 2 Food safety course. ISBN -13: 978-0-9552294-4-2 This copy is with the folders, on top of the cupboard by the coats. It really is an easy read,

Green folder in the kitchen on the wall behind/beside the door.



➤**Note:** THH is a tiny charity and can't afford a professional clean.

- Cleaning (and gardening at the house)** are two positions that are offered to SUs to help them improve their life skills and get them back on their feet leading to future employment.
- This can sometimes be a **slow process**.



➤ Allergens:

- There are **notices** in the **corridor** and on the **fridge**.
- In restaurants they **routinely ask**. So please feel free to ask any SU if you are unsure.
- Cooks meals** are **labeled**. The alcohol should have cooked out, but if you are unsure offer a recovering alcoholic one without.

Recording

Cooking Record: Completed by Cooks

- **Opening Checks** at the start and **Closing Checks** at the end of the session.
 - **Lunch Menu & cooking method, Temperatures** food served at, plus **Comments**.
 - **All are reviewed & entered into CRM** by staff.
- *** Don't forget **WhatsApp*****

Note: These forms are regularly updated; yours will be similar.



➤ Cooking Record: Opening Checks

- **Date, Print your name & sign**
- **Record the fridge & freezer temperatures**, using the digital thermometer, (average of 3 readings) checking against the thermometers inside.
- **Record anything you find amiss or of note in the comments;** ie a hot spot or it's running hot!

➤ Cooking Record: Lunch

- **Record your Home-cooked menu & the cooking method used.** For **Cooks** meals note the **meal & reheating method** used.
- Measure the **temperature** of the food when serving using the meat thermometer or electronic & **record** (wipe clean between dishes)
- **For Cooks meals note the temperature on the sleeve from the meal.**
- List allergens; Note if prepared special Halal or vegetarian options.

➤ Cooking Record: Closing Checks

- **Date, Print your name & sign**
- **Record the fridge & freezer temperatures**, using the digital thermometer, checking against the thermometers inside.
- **Record anything you wish to say about the session in the comments.**

Cooking Record

To be completed daily

Opening checks carried out

Date: 16/24 Time: 10:20

Print name: [Redacted]

Sign: [Redacted]

Fridge temp: 4°C Freezer temp: -18°C

Comments:

Food cooked and cooking method used:

Spiced Pork Chicken - OVEN
 Chicken with PS - OVEN
 Jacket Potatoes - OVEN
 Spag Bolognaise - MW

List each hot dish and the temperature of each dish:

Chicken Bolognaise 92.0
 Spiced Pork Chicken 92.0
 Spag Bolognaise 92.4

List of Allergens:

Closing checks carried out

Date: 27/10/24 Time: 2:10 pm

Print name: [Redacted]

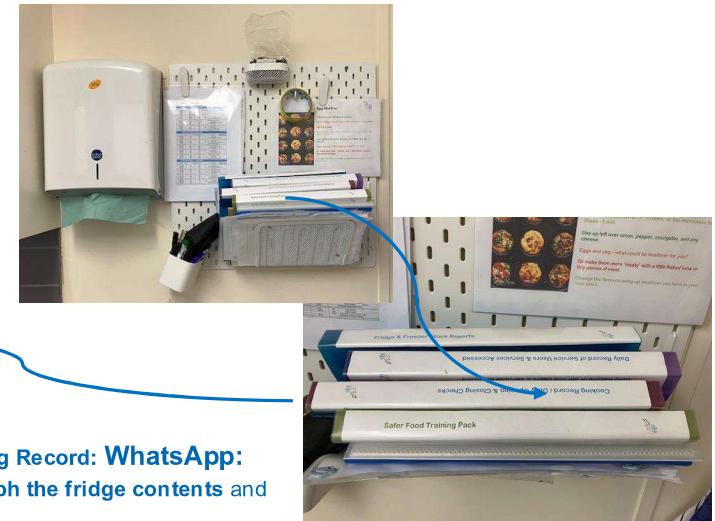
Sign: [Redacted]

Fridge temp: 4.0°C Freezer temp: -18°C

Comments:

➤ Additional Forms, are in the red/brown folder in the kitchen on the wall behind/beside the door.

- If you run out, ask day the centre manager.



➤ Closing Record: WhatsApp:

- **Photograph the fridge contents and post.**
- **Record the number of frozen meals left**, and type meat/vegetarian.
- **Post about items left over for future use** and those staples running low or used up, along with **anything else the next welcome team need to know.**

Recording

Services Accessed There are 2 copies:

- In the kitchen completed by volunteers
- On reception completed by the Duty Case worker
- Information is combined on entry into the CRM, so hopefully nothing is missed.

Note: These forms are regularly updated; yours will be similar.



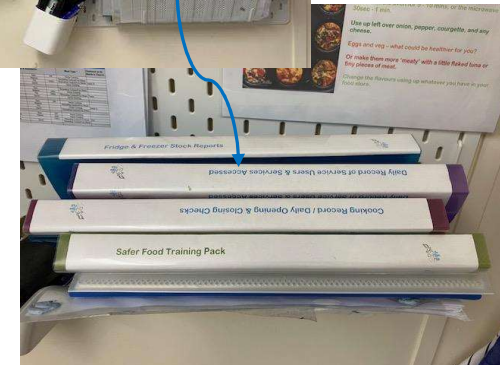
- **Additional Forms**, are in the purple folder in the kitchen on the wall behind/beside the door.
 - If you run out, ask day the centre manager.

The Hope Hub: Services Accessed

Volunteers, please check with the caseworkers to ensure that anyone accessing services is signed up to the system. Date: 27.6.24

Sign In Sheet		Time	Crisis Services							Empowerment				
Name with Surname	On		Breakfast	Refreshments	Lunch	Emergency Food/Drink	Toilets	Shower	Laundry	Clothes Issued	Emergency Items	Devices Charged	Activities	Living Well
		11:20												
		10:15	✓	✓	✓									
		10:25	✓	✓	✓									
		10:35	✓	✓	✓									
		10:45	✓	✓	✓									
		10:55	✓	✓	✓									
		11:05	✓	✓	✓									
		11:15	✓	✓	✓									
		11:25	✓	✓	✓									
		11:35	✓	✓	✓									
		11:45	✓	✓	✓									
		11:55	✓	✓	✓									
		12:05	✓	✓	✓									
		12:15	✓	✓	✓									
		12:25	✓	✓	✓									
		12:35	✓	✓	✓									

GDPR!



➤ Services access sheet

- Please record (tick) the meals **breakfast & lunch** and **refreshments** SUs have had.
- Please record any **extra meals** taken; extra meals for later, extra frozen meals or just additional helpings! Extra **ticks** or the **number of meals** in total received is fine.

Recording

Fridge/Freezer & Cooks Meals:

- Logging deliveries, recording meal type and expiry date & number received & placed in Freezer.
- Recording date when used, ticking off so tally reflects amount left.

Note: These forms are regularly updated; yours will be similar.



➤ Freezer Stock Report

➤ When a delivery arrives:

- Record the **type of meal**, the **date & time received** along with the **use by date** and **how many of the same type**.
- Record the **time** placed in the Freezer
- Put them in the freezer, rotating stock so oldest most accessible.

➤ When a meal is used:

- Follow the cooking instructions; oven or microwave, on the sleeve.
- Save the sleeve; writing the temperature served at on the sleeve.
- Find the entry in the folder for that meal type & use by date on the sleeve.
- Against that entry **record the date used and the quantity**. Many volunteers also change the tally so its really clear how many are left.

Food Item	Date Received	Time Received	Time Stored in Freezer	Use by Date or date (from packaging sleeve)	Date Food Item used
Cottage Pie x 3	19/6/24	11:50	11:55	15/12/25	21/2/25
spaghetti bolognese x 6	19/6/24	11:50	11:55	3/3/25	21/2/25
Chicken, ham + leek pie x 3	19/6/24	11:50	11:55	27/1/25	21/2/25
Lamb Casserole x 4	19/6/24	11:50	11:55	23/12/25	21/2/25
Lamb Casserole x 1	19/6/24	11:50	11:55	1/3/25	21/2/25
Chicken, ham + leek pie x 3	26/6/24	11:40	11:55	16/2/25	21/2/25
Cottage Pie x 3	26/6/24	11:40		21/2/25	21/2/25
Spaghetti bolognese x 6	26/6/24	11:40		5/5/25	26/6/24
Lamb Casserole x 6	26/6/24	11:40		8/5/25	

➤ Additional Forms, are in the blue folder in the kitchen on the wall behind/beside the door.

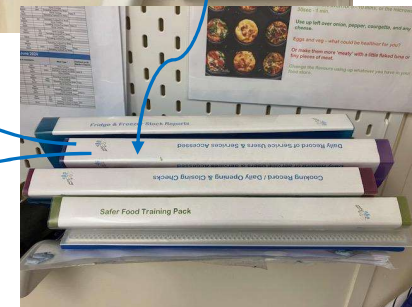
- If you run out, ask day the centre manager, (Clare). (Tristan often has the master.)



➤ Fridge Stock Report

- Record any items you have placed in the fridge.
- Record item, date, time into THH, time placed in fridge including use by date where appropriate.
- WhatsApp photos & posts also help keep a record.

Food Item	Date Received	Time Received	Time Stored in Fridge	Use by Date or date (from packaging sleeve)	Date Food Item used
Remains Hearts x 2	26/6/24	10:00	10:00	26/6/24	26/6/24
Smoked onions x 2	26/6/24	10:00	10:00	28/6/24	26/6/24
cherry tomatoes	26/6/24	10:00	10:00	12/9/24	26/6/24
Cucumber	26/6/24	10:00	10:00	05/10	26/6/24
2 x green & red peppers	26/6/24	10:00	10:00	10/10	26/6/24
Force Majeure Cheddar	26/6/24	10:00	10:00	01/10	26/6/24
Large Eggs x 12	26/6/24	10:00	10:00	10/10	26/6/24



Dilemma

It can be **daunting!**

we highly recommend shadowing until you feel comfortable.

Current Lead Cooks are the experts on providing cost effective well received meals; they are happy to assist, just ask!



➤ The **objective** is to provide a hot meal to anyone in crisis who arrives at THH (both regular and new SUs.) ...Alleviating hunger.

➤ **Dilemma:** Home-cooked meals from **fresh quality ingredients** are **nutritious**, but **expensive**; THH is a **tiny charity** with a **limited budget**.

➤ How does THH manage?

- THH is a **tiny charity**, so **has to** rely primarily on donations.
- **COOKs frozen meals** are a valuable donation. (~18 meals/week worth around £4-5,000)
- So THH **alternates** between home-cooked meals and using the donated frozen Cooks meals.
- **Spending** only on protein/meat and fresh produce (vegetables, herbs, fruit & salad) supplemented with store cupboard ingredients & donated items from the store. This means the tiny THH budget (mainly petty cash) can **stretch as far as possible**.
- Suggested **budget** for 2 home-cooked meals/week is ~ £15-20 (for 16-20+SUs). This is just for guidance. Over time, discussing with your mentor/volunteer you shadow, or other cooks, you will get a feel for how much to spend within the current financial climate.
- **Cooks** have made **pasta bakes** solely from Fridge, Store & Cupboard ingredients **cost=£0**; **Jacket potatoes** for a "**few pounds**"; or a **home-cooked meal** from **fresh ingredients** using the **whole budget**. **SUs appreciate all**.
- Obviously if THH cooks **can** also provide cost effective, healthy, nutritional meals for the SUs who don't, or can't, cook themselves, that is just **Amazing!**

➤ I'm sure you will do/are doing a fantastic job, thank you.



➤ **Receipts:**

- It is **essential** these are submitted for re-imburement, otherwise THH has a false sense of what is achievable.

➤ **Budgets are for Guidance:**
▪ The emphasis is on Feeding well as many SUs, as arrive at THH as inexpensively as possible.

Analysis & Suggestions Spring 2024:
Sadly, EVERYTHING is more expensive now.

How much it cost THH to provide Lunch 4x/week.
Jan: 38p/meal (all meals Home cooked & Cooks Frozen meals)
Feb: £1.37/home cooked meal (only)

Budget: Shopping £8 / session or £16/ week for ~16meals
(Based on spending/attendance Jan/Feb 24)

Attendance typically varies from 1or 2SUs to 20+SUs as it's drop in.
Numbers: Suggest Prepare for 8-10 home cooked
5 Cooks meals.

*****Check with current volunteers & Centre managers for current trends, numbers & budget.*****

➤ THH tries to never turn away hungry people.

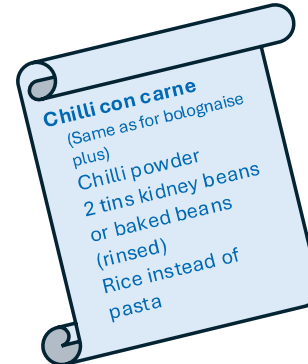
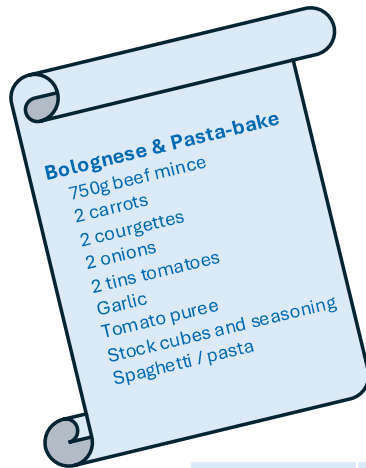
Menu Ideas

All Tried & Tested!
... "SU approved"

Kindly submitted by
Volunteer Cooks;



➤ Suggestions from Volunteers Spring 2024



Dietary Requirements

- Some regular Sus are **diabetic, vegetarian** or follow **Halal** practices.
- Within reason, please try to **respect** this when preparing meals.
- Its fine to **offer them** a Cooks meal, a sandwich, a salad or an easily created dish using chickpeas/tuna from the store.
- Please do use any **remaining fresh ingredients**, especially donated **fresh vegetables & fruit**.

Other suggestions	Bolognese / Pasta bake /tuna pasta bake
	Sausage & mash
	Jacket potatoes with cheese, beans or tuna mayo, eggs (or combinations of these)
	Sausages and sausage rolls, mash and gravy with beans or veg from the store room
	Creamy gammon and potato casserole
	Eggs on toast / sandwiches for lunch as well as breakfast
	Ham egg and chips / wedges, ,
	Mild Chilli
	Mild Curry

➤ Websites

- <https://fareshare.org.uk/recipes/>
- <https://www.bbcgoodfood.com/>
- <https://www.instagram.com/fulltimemeals/>

Wishing you every success



Thank you for the generous gift of your time.



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