



Can you create a gluten free meal in an environment that contains gluten?

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Customer Focused, Science Driven, Results Led

Background to Research

- To understand the levels of gluten in food prepared for people with coeliac disease
- To assess whether GF labelling was appropriate in the foodservice sector
- To try to identify best practice for GF preparation in commercial kitchens
- To support the catering sector
- Provide information relevant to all

So How Did we do it?

- We joined forces with professional catering bodies & trading standards
- We contacted restaurants, cafes, hospitals, schools, prisons and workplaces
- We wanted the findings to be representative and relevant to all settings



So How Did we do it?

- Detailed check lists coupled with site visits
- Witnessed preparation of meals and collected samples for gluten analysis
- Logged key 'trends' and effective control systems
- Identified communication with customer and between staff

Ingredient Labelling

Storing ingredients

Cleaning

Preparation

Personal Hygiene

Communicating with Customers

Staff Training

Key Findings

- Delivering gluten-free in kitchens that use gluten was possible
- Effective communication key
 - to coeliac customers and front & back of house
- Good hygienic practices = Good gluten management
- Results identified essential areas and key common practices
- Reluctance to positively label or signpost GF menu offers

Themes

- More choice on more menus
- Staff training
- Communicating with coeliac customers
- Personal hygiene
- Ingredients, reading labels
- Choosing and using gluten-free ingredients
- Storing ingredients
- Cleaning
- Preparation of gluten-free and non gluten-containing foods

Evolution of Research

- CUK developed training offer and accreditation standard
- Two different offers
 - Gluten Free & No Gluten Containing Ingredients (NGCI)
 - Online catering training
 - Open training courses
 - In-house training courses
 - Tailored training on request
 - Catering accreditation
 - <http://www.coeliac.org.uk/food-industry/>

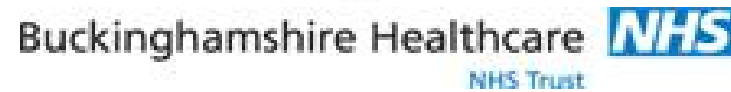


Acknowledgments

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