

Guide to Special Diet Provision in Schools

March 2021




GUIDE TO SPECIAL DIET PROVISION IN SCHOOLS

OVERVIEW

The Company firmly believes in providing high quality food to our customers that is safe to eat. Special diets are an integral part of our catering provision, whether as a result of an ethical or religious belief, a food intolerance or allergy or a medical requirement.

We are committed to reducing the risk to our customers with regards to the provision of food and the consumption of allergens which could lead to an allergic reaction and as such accept our duty to comply with the Food Information Regulation 2014 which states that allergen information must be available for all food sold.

Working alongside the Procurement department, our Food Team ensures any newly listed ingredients are as 'clean' as possible to guarantee their suitability for many allergy and intolerance sufferers. We have introduced gluten free gravy as standard across our menu cycles, included dairy free spread as standard and worked with our suppliers to remove the 'may contain....' status where possible from our ingredients and recipes.



Allergen Policy

The Company firmly believes in providing high quality food to our customers and clients that is safe to eat.

We are therefore committed to reducing the risk to our customers with regards to the provision of food and the consumption of allergens which could lead to an allergic reaction.

The Company accept its duty to comply with all relevant Food Regulations, which states that allergen information must be provided on all food sold.

The Company acknowledges that the successful implementation of this policy and management of allergens requires the commitment and support from all employees. To achieve this The Company will:

- Work closely with our supply chain to ensure accurate information on all products that may contain allergens.
- Maintain a database of all our recipes, clearly listing ingredients and highlighting those containing allergens.
- Work closely with our clients in assisting in the support of customers with known allergies, including meeting with parents, if requested, to discuss any special requirements.
- Display signs that encourage our customers to ask about allergens in the foods being served.
- Ensure that our staff have the necessary training and information to provide our customers with accurate guidance on allergens.
- Through good hygiene practices and adhering to Hazard Analysis and Critical Control Points (HACCP), reduce the risk of cross contamination in our kitchens.
- Audit our operations to ensure the above policy and practices are working effectively and review the policy as necessary.
- Operate as far as is practical a nut free environment within our primary and secondary school kitchens.

July 2020

Policy Statement

Where our core menu does not meet the specific requirements of a child a Special Diet menu should be provided. Our full [allergen policy](#) is available for company staff to download.

SPECIAL DIET PROCEDURE - NEW SITES

Where a school is new to our company, a menu that is free from all 14 allergens will be available to all children with special dietary requirements. The menu will include specific recipes required to produce allergy free dishes. This is a temporary arrangement to allow for the collection, collation and implementation of Special Diet Request forms.

Operations managers are responsible for ensuring the allergen procedures can be fully implemented and a copy of the Special Diet Request form will be provided to schools prior to mobilisation.

As data controllers, schools must collect the information of pupils with food allergies and intolerances, using the Special Diet Request form, ensuring this information is kept up to date and communicated to the Unit Manager. Any issues concerning the means in which pupil information regarding allergens is collected, used and stored should be discussed with the operations manager. A full list of responsibilities is available in the policy document.

Once we have gathered the information required, the process for providing a bespoke special diet follows in line with existing site procedure.

Our [Special Diet Request Form](#) is available for company staff to download.

Special Diets/Allergy Form					
<p>The Company is committed to providing meals for children with special diets for medical and cultural requirements.</p> <p>It is essential that all parties concerned work together when providing a safe, special diet and that this is reviewed with every menu change. Therefore, please ensure this form is fully completed.</p> <p>If the parents and Head teacher are happy, we will also display a 'Food Allergy Record Sheet' and a photo of the child on the kitchen wall near the server.</p> <p>It is vital that all forms are accompanied with a referral letter or other information from a medical professional (GP/consultant/dietician). It is important the Operations Manager & Unit manager have met the student's parents/guardian and students requiring the special diet to ensure they give the right meal to the right child. This form should be handed into the school and discussed with them in the first instance.</p>					
Students Details					
School/Academy				Male	Female
Student's Name					
Student's Class					
Diet required or allergy information (please tick)	Peanut	Milk	Crustacean	Soybean	Fish
Can have 'may contain'?	Celery	Nuts	Sesame Seeds	Mustard	Lupin
YES or NO	Eggs	Molluscs	Gluten	Sulphites	*Other
*Other - Please state					
Please provide details of the nature of the allergy/intolerance					
Has the allergy or intolerance been medically diagnosed? (Please provide evidence. This must be provided for RED students)					
The Company uses a colour coding system to identify student requirements. Please tick which applies:					
RED - student has had a severe reaction/anaphylactic shock to know food					
AMBER - student has an allergy or intolerance					
BLUE - student excludes foods due to lifestyle choice					
For students that have been identified as RED a meeting may be necessary between the Company and Parents to discuss the student's requirements and agreed actions. Without this meeting we may not be able to cater for the student due to the unknown risk.					
Lifestyle - please provide details for dietary requirements based on lifestyle choices:					
March 2020					

SPECIAL DIET PROCEDURE - EXISTING SITES

Parents must inform the school of their child's allergy as soon as possible by completing the Special Diet Request form and returning to the school, providing medical support for food allergies.

As data controllers, schools must collect the information of pupils with food allergies and intolerances, using the Special Diet Request form, ensuring this information is kept up to date and communicated to the Unit Manager. Any issues concerning the means in which pupil information regarding allergens is collected, used and stored should be discussed with the operations manager. A full list of responsibilities is available in the policy document.


Communication between parents and the caterer must go through the school, who should provide the Catering Manager with an up to date list of all students with any food allergies, intolerances or dietary requirements. and where necessary arrange a menu consultation meeting with the Operations Manager/ Catering Manager to discuss any specific requirements relating to their child's allergy.

(NOTE: From April 2021 - All primary school menus will be completely NUT FREE)

SPECIFIC (BESPOKE) SPECIAL DIET MENUS

Several special diet menus including Gluten, Milk and Eggs are available in line with our core menu development and Catering Managers will be able to advise if one of these menus is suitable.

If these menus are unsuitable due to more complex requirements, a request will be made to the Food Team using the [BESPOKE SPECIAL DIET REQUEST FORM](#). This will capture all of the required information for the food team to be able to create a special diet menu with accompanying recipes and allergy information report. This includes the child's name, information about preferences as well as allergies to ensure the proposed menu is suitable and where possible aligned closely to the main school menu. Bespoke special diets should be available within 2 weeks of request.



Ops Manager Bespoke Special Diet Request

Please use this form for bespoke special diet requests that cannot be fulfilled through core menu special diets such as Gluten Free, Dairy Free and Egg Free. You will need to upload the completed parental request form which is available on the document library and medical evidence of dietary requirement provided by the parent / guardian:

https://drive.google.com/file/d/1_OBf0kxVlIR_wqs_nTlIF3qSc2BO2k1F/view?usp=sharing

A full guide to the process to provide a special diet is available on the document library

https://docs.google.com/document/d/1IV13FQ81SRMw42401hkLy4_VDSfTtPs31VULZRMcRvM/edit?usp=sharing

The name, username and photo associated with your Google Account will be recorded when you upload files and submit this form. Not edward.wright@corporate-services.com? [Switch account](#)

*Required

Pupil's Full Name *

Your answer

CONTROLS IN PRACTICE

In order to ensure that the safety of pupils and students, particularly at primary school, each special diet is categorised. Allergen Photo Record Sheets are colour coded as below and display "FOODS NOT TO EAT" next to each child's photograph. These records should be displayed appropriately, where staff can access easily during service time.

CATEGORY		CONTROL
RED	Severe reaction or anaphylactic symptoms disclosed. Medical evidence provided and parental consent provided	Agreed menu with appropriate recipes. Pre plated and labelled meal for service - Control sheet signed at production (kitchen) and service point
AMBER	Food allergy or intolerance. Medical evidence and parental consent provided	Suitable meal served from the counter, adhering to up to date company Allergen Policy (March 2020)
BLUE	Pupil or student excludes foods due to lifestyle preference or religion. Parental consent provided	Agreed menu or a suitable meal served from the counter

BESPOKE MENUS - WHAT YOU WILL RECEIVE

Operations managers will receive the following to share with the School Kitchen and parents:

1. Named special diet menu in the same format as a core menu
2. PDF recipe book specific to menu formulated in Saffron Nutrition software
3. Allergy report matrix specific to menu formulated in Saffron Nutrition software



ADDITIONAL RESOURCES

1. Allergen Control Sheet

Allergen Free Meals Control Sheet for identified allergen suffers

Red Category – Plated Meal Only. To be signed for by 2 Team Members

Date	Pupil Name	Plated Meal Details	Prepared By	Served By

2. Allergen Photo Record Sheets

REMEMBER ME!
I HAVE A SEVERE LIFE THREATENING ALLERGY AND I GET A PLATED MEAL.
THIS HAS BEEN AUTHORIZED BY THE PARENT/SCHOOL IN WRITING

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

REMEMBER ME!
I AM INTOLERANT AND WILL BECOME ILL IF I EAT THE FOLLOWING ...

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

REMEMBER ME!
I CHOOSE NOT TO EAT THE FOLLOWING DUE TO MY SOLENOUS BELIEF

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

MY NAME IS:
I'M ALLERGIC/INTOLERANT TO:

ADDITIONAL TRAINING

1. All employees receive Food Safety, HACCP and Allergen Induction training on joining the company.
2. Allergen policy and procedure training completed by all food production and food service staff within week 1 of joining the company.
3. Online Allergen Training completed in the first 3 weeks of employment with the company
4. Bite size refresher training modules delivered regularly



SPECIAL DIETS AND SELECT

For schools using SELECT, where a special diet has been agreed and provided for a pupil, **the check box must be ticked** at the bottom of the child information page and the child's profile updated. This will prevent parents from being able to order menu choices that are unsuitable for their child and can be completed by system "Kitchen Users" including the catering manager or school office administrator.

The screenshot shows the 'Child Information' page in the iSelect system. The header includes the iSelect logo and navigation links. The main content area is titled 'Child #23808 - Test Child Feb2019'. Below this, there are tabs for 'Info', 'Parents', 'Orders', 'Create/Cancel Child Order', and 'Refund/Change Parent'. The 'Info' tab is active, showing a form with the following fields: First Name (Text), Last Name (Text), Child Reference (Text), Free School Meals? (Yes/No dropdown), Free School Meal Entitlement Category (Universal Free School Meals dropdown), School (Text School One dropdown), School Class (Text Class One dropdown), Dietary Requirements (checkboxes for Vegetarian, Peanut Allergy, Dairy Free, Gluten Free, Vegan, Halal, Egg Free, No Beef, No Pork, No Lamb), Other Dietary Requirements (Severe Egg Allergy text field), and Agreed Special Diet Menu (checked checkbox). An 'Update' button is at the bottom of the form. The footer contains the iSelect logo, contact information, and a Privacy Policy link.

The parent will then only see the following option available at point of purchase and the kitchen report will reflect the need for a special meal. If you turn the feature on while there are orders already placed in the system they are unaffected, so you may wish to cancel these to prevent confusion.

The screenshot shows a 'Meal Select' dialog box. The title is 'Meal Select' in green. The text inside says 'Please select the meal you would like to order for this day:'. Below this is a dropdown menu with 'Agreed Special Diet Menu' selected. At the bottom of the dialog are two buttons: 'Purchase' (green) and 'Cancel' (grey).

WHAT HAPPENS WHEN CORE MENUS CHANGE?

Menu refreshes occur bi annually, directly after Easter and October Half Term.

The food team will produce the following menus aligned to the core menu

Non Gluten Containing Ingredients (NGCI)

Dairy Free

NGCI & Dairy Free

Soya Free

Egg Free

For children who already have a bespoke special diet we will request confirmation that the information we hold is still relevant and a menu is still required, however if the requirements fit in with one of the above menus, these should be used, even if local changes to the menu are made.

