

Hutchison Catering Ltd Special Diet Policy
& Procedure
for the Education Sector

Introduction

A special diet is one which can not be freely selected from the school menu. This may be due to an allergy or intolerance, a medical condition or for cultural reasons.

Around 5-8% of children in the UK live with a food allergy, therefore most school classrooms will have at least one allergic pupil. Add to this, children suffering with food intolerances and medical conditions means school catering teams can have a large number of menu variations to manage. 20% of severe allergic reactions to food happen while children are at school. This makes a robust special diet procedure imperative to safely catering for school pupils.

Children in education are a more vulnerable group of the population and a school meal is an important part of their school day so it's imperative that we do our utmost to ensure that all children can safely eat a school lunch with their friends that is balanced, nutritious and similar or the same as the menu devised for the rest of the school.

To ensure this is achieved we have developed this procedure which must be followed in every Hutchison Catering school. We will do our utmost to cater for all children, where it is deemed safe to do so and individual menus will be put in place for each child registered with us as having a special dietary requirement. Please ensure you and your team have read the contents of this folder and sign the appropriate declaration on the following pages.

Please be advised that all data collected for the purposes of providing special diets will be completed in accordance with our Data Protection Policy, Privacy Notice and data protection law.

Contents

Introduction	2
Catering manager sign off sheet	4
Catering staff sign off sheet	5
Special diets	6
Medical diets	6
Allergies & Intolerances	6
Coeliac Disease	6
Diabetes	6
Non-medical diets	7
Religious Faiths and Lifestyle Food Preferences	7
Summary of Hutchison Catering Ltd Special Diet Policy.....	8
Summary of procedure for catering for special dietary requirements	10
Policy & Procedure	11
Partnership approach	11
Medical Notes	11
Legal requirements.....	12
Provision of meals.....	12
Provision of allergen information.....	12
Natasha’s Law.....	13
Menus & meal ordering.....	13
Appetite	13
Recipes & allergen information.....	14
Identifying pupils with special dietary requirements	14
Added extras	14
Salad Bars	14
Theme Days.....	15
School Trips	15
Hospitality	15
Staff Meals	15
Transported Meals	16
Staff Training & Briefing.....	16
Allergen Matrix.....	17

Catering manager sign off sheet

I confirm that I have read and understand the contents of the Special Diet Policy & Procedure and it is my responsibility to ensure that all staff are fully trained and briefed each day on the allergens within the food provided and the special diets being catered for.

I am responsible for ensuring that any temporary staff are fully briefed on the policy and procedure and that any new staff have read through the policy and procedure.

I am responsible for ensuring this document is kept up-to-date and that my customers are given correct information surrounding food allergies.

Name	Position	Date	Signature

Catering staff sign off sheet

I confirm that I have read and understand the contents of the Special Diet's Policy & Procedure.

I understand that managing food allergies is the responsibility of everyone in the kitchen and I have a part to play in keeping pupils safe. I should never guess or attempt to answer any question I am not fully confident in answering and will refer these to my manager.

Name	Position	Date	Signature

Special diets

A special diet is defined as one which cannot be freely selected from the menu available for the rest of the school population. This may be for medical reasons, an allergy or intolerance, or for religious or cultural reasons or lifestyle choices.

Medical diets

A medical diet request will most commonly be due to an allergy or intolerance, but other medical diets will be present in schools, for example a PKU diet. The Company Nutritionist will provide support for these types of requests.

Allergies & Intolerances

Allergy

An allergy is a reaction by the body's immune system to substances that are usually harmless. The reaction can cause minor symptoms such as itching, sneezing or rashes but sometimes causes a much more severe reaction called anaphylaxis. Anaphylaxis is a severe systemic allergic reaction. It is at the extreme end of the allergic spectrum. The whole body is affected often within minutes of exposure to the allergen, but sometimes it can be hours later. Causes often include foods, insect stings, or drugs. It is possible to be allergic to anything which contains a protein, however most people will react to a fairly small group of potent allergens.

Common UK Allergens include (but not limited to):- Peanuts, Tree Nuts, Sesame, Milk, Egg, Fish, Latex, Insect venom, Pollen and Animal Dander.

Definition: Anaphylaxis is a severe life threatening generalised or systemic hypersensitivity reaction. This is characterised by rapidly developing life-threatening airway / breathing / circulatory problems usually associated with skin or mucosal changes.

Intolerances

A food intolerance is difficulty digesting certain foods and having an unpleasant physical reaction to them. It causes symptoms, such as bloating and tummy pain, which usually happen a few hours after eating the food.

Coeliac Disease

Coeliac Disease is a condition where your immune system attacks your own tissues when you eat gluten. This damages your gut (small intestine) so you are unable to take in nutrients. Coeliac disease can cause a range of symptoms, including diarrhoea, abdominal pain and bloating.

Diabetes

As with special dietary requirements, we are committed to supporting children with diabetes to ensure they can enjoy a balanced school lunch with their friends.

The carbohydrate value of the food is dictated by the nutritional value of the recipe and the size of the portion provided. Each recipe has been nutritionally analysed so we can provide the carbohydrate value for an average portion of the recipes alongside the portion size that relates to. Or we will provide the carbohydrate values per 100g of the recipe and the catering manager can

weigh the portion size and provide the weight to the member of staff to carry out the required calculation. We will work with individual schools and catering teams to work out the best approach to manage this.

Non-medical diets

Religious Faiths and Lifestyle Food Preferences

Requests to provide meals that meet other dietary requirements may also be received. This could be a lifestyle choice such as veganism (avoid all meat, fish, eggs, dairy foods and anything derived from animals) or for religious reasons, such as omitting pork and non-halal foods.

Vegan diets: Eating more plant-based (vegan) foods is recommended as part of a healthy diet and we will work to ensure that plant-based options are available throughout the menu cycle. However, it is hard to meet a child's nutritional requirements solely through a plant-based diet, therefore we will include items on our menus that are not suitable for those choosing to follow a vegan diet.

Policy Statement

Hutchison Catering are committed to catering for all children with special dietary requirements where it is deemed safe to do so.

- For all medical diets we will provide a bespoke menu to ensure that all pupils are provided with a balanced & nutritious menu that is in line with the choices provided to their peers.
- Carbohydrate information will be available for any child that is diagnosed with diabetes.
- For non-medical diets, we will aim to provide a balanced and nutritious meal, providing a bespoke menu for pupils where necessary. Where there is a large proportion of the school that requires a particular religious diet, such as halal, this will be reflected on the menu options. If it is not school wide, we will, where possible, work on an individual basis to tailor the offer.
- A special diet request form will be provided to schools to share with parents. A completed form and medical note (where appropriate) are required for all children with a special dietary requirement.

Summary of Hutchison Catering Ltd Special Diet Policy

Policy Point 1: Schools will be provided with our Special Diet Request Form and asked to provide these to parents of children with special dietary requirements. Once completed these need to be returned to Hutchison Catering, at which point we will communicate directly with parents, involving the school where necessary. All communication will be confirmed in writing and shared between all parties (school, caterer & school). 11

Policy Point 2: We require a copy of a letter from a GP or health professional to be able to cater for a pupil with a medical diet. 12

Policy Point 3: Records of all special dietary requirements to be kept in the kitchen & written in the front of the Daily Kitchen Diary..... 12

Policy Point 4: If allergies are particularly complex or severe, a risk assessment will be carried out to assess if it safe to cater for the child. 12

Policy Point 5: Allergen information is available for staff in one of two systems depending on the school or contract, Appetite or Indicator. Staff must **not** dispose of any packaging with ingredient information on until the product has all been used..... 12

Policy Point 6: Allergen signs must be visible at all service points advising customers that allergy information is available upon request..... 12

Policy Point 7: Natasha’s Law does not apply to our Primary Schools. We manage allergen requirements with bespoke menus as outlined in this document and Primary Schools will refrain from packaging any items that are served on site (this also helps to minimise use of single use plastic). The only items to be packaged, are pre-ordered lunches, for example, packed lunches for a school trip which are not required to be labelled..... 13

Policy Point 8: Natasha’s Law does apply to our Secondary Schools who are provided with a range of items that they can offer packaged, along with approved ingredients, recipes & labels to ensure these are accurate. Individual pupil allergen requirements should still be managed separately between the catering manager & pupil (plus parent where necessary). 13

Policy Point 9: A Bespoke menu for a pupil will be provided within 10working days of receiving a special diet request form and medical note. Pupil’s choices from that menu will need to be provided to Hutchison Catering..... 13

Policy Point 10: Non-medical dietary requirements are to be added to the to the Appetite system by the school office. 13

Policy Point 11: Menu & ingredient variations must be limited wherever possible. Where required these must be agreed as far in advance as possible with Operations Managers and communicated to schools. 14

Policy Point 12: A record to be kept in the Daily Kitchen Diary of all variations to the menu or products (in line with Food Information Regulations) as well as what meals were provided to pupils with special dietary requirements. 14

Policy Point 13: The Operations Manager is responsible for working with the school to implement an appropriate system for identifying the pupils with special dietary requirements. Where Appetite is used, Operations Managers are also responsible for working with the school to ensure information about special dietary requirements is loaded onto the system by the school or parents. 14

Policy Point 14: Unsupervised salad bars to contain vegetable & salad only and pasta salads & bread to be kept at the counter..... 15

Policy Point 15: Special diets will be catered for on special occasions & census days and details of the offer will be communicated to parents in advance..... 15

Policy Point 16: Food provided on school trips must be ordered in advance using the Packed Lunch Order Form. 15

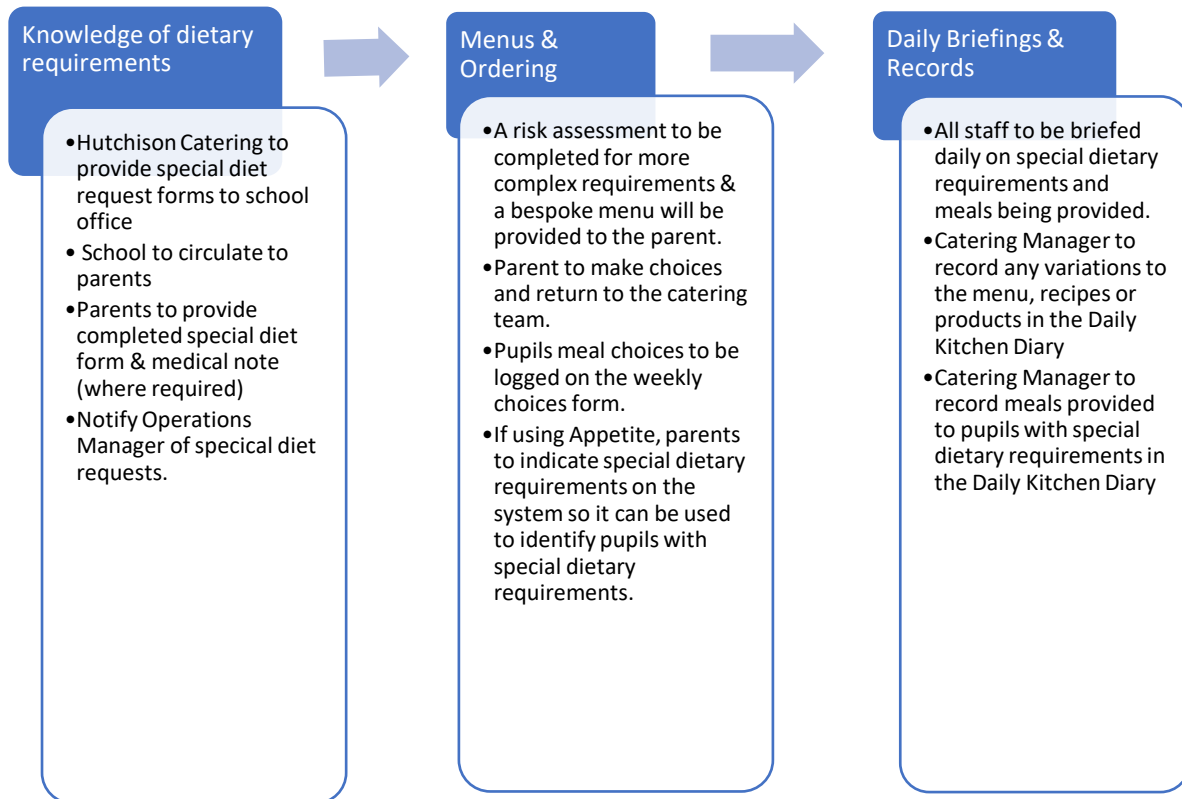
Policy Point 17: Schools are requested to provide details of special dietary requirements in advance of a hospitality event..... 15

Policy Point 18: Allergen information must be available with food provided at all hospitality events. 15

Policy Point 19: Allergen information must be available if requested by a member of staff. Either from the Appetite or Indicator systems or from a completed allergen matrix. 16

Policy Point 20: All permanent staff to be trained on special diets and safe management of allergens. All temporary staff to read the policy document and be briefed on individual requirements by on site team..... 16

Summary of procedure for catering for special dietary requirements



Policy & Procedure

Partnership approach

School pupils are a vulnerable group who may be at higher risk if they have allergies. Customers in this age group are also at a key stage of growth and development so it is important they have access to balanced & nutritious food whilst at school.

To provide a meal for a pupil with an allergy that is balanced, safe and something they like, it is important that schools, caterers and the parent (and/or pupil in secondary schools) work in partnership. It is the parents' responsibility to ensure that we are provided with accurate & detailed information about their child's dietary requirements and to provide updates in writing if these change at any point whilst we are catering for their child.

The Company Nutritionist with the Operations Managers & Catering Manager will work with the school & parents to provide school lunches for pupil with special dietary requirements. Depending on the severity and complexity of the special diet we may need to meet with parents to discuss a child's needs.

In schools using the Appetite system, parents are required to indicate any special dietary requirements within the system, in addition to completing a special diet request form 7 providing medical information (where appropriate). (See page 13 for more information on Appetite).

A good relationship between Hutchison Catering and the allergenic pupils' parents is an important part of this process. School kitchens can be busy environments with changing menus throughout the year so communication with parents is key.

Policy Point 1: Schools will be provided with our Special Diet Request Form and asked to provide these to parents of children with special dietary requirements. Once completed these need to be returned to Hutchison Catering, at which point we will communicate directly with parents, involving the school where necessary. All communication will be confirmed in writing and shared between all parties (school, caterer & school).

Medical Notes

For any requests to cater for a child with a medical dietary requirement, e.g. due to an allergy or intolerance, it is our policy to have a letter from a GP or other health professional confirming the diagnosis. Adjusting a child's diet should only be done under the guidance of a medical professional therefore medical evidence is an essential requirement to support a request for medical diet menu support.

This letter has 2 key functions:

- It provides us with clear information about the diagnosis and severity of the allergy or intolerance, which allows us to carry out a risk assessment on the safety of providing a meal for that child. It provides us with clear information about what the child can safely have and can't have.
- It helps to minimise the number of menu variations the kitchen has to deal with daily. We are often asked to cater for a child's varied requirements (preferences) which are not medically diagnosed. This can lead to increased pressure on the kitchen and ultimately increased risk for the other children requiring a special diet meal.

There is a section in the front of the Daily Kitchen Diary to keep a record of all children with a special dietary requirement and this should be kept up to date.

Hutchison Catering Ltd are committed to keeping families personal and special category data safe and secure and handling it in accordance with our legal obligations. We will only collect the personal information necessary to safely provide a special diet menu for a pupil and communicate with parents on this matter. Personal information will be kept secure and not shared with any third party. Personal and Special Category information will be destroyed once we no longer cater for the pupil or when our contract ceases with school. Any data collected, stored and processed is completed in line with our data protection policy, privacy notice and the relevant data protection law.

Policy Point 2: We require a copy of a letter from a GP or health professional to be able to cater for a pupil with a medical diet.

Policy Point 3: Records of all special dietary requirements to be kept in the kitchen & written in the front of the Daily Kitchen Diary

Legal requirements

Provision of meals

The provision of medical or special diets in schools is not legally defined. The Department of Education states that schools should make reasonable adjustments for pupils with particular requirements, for example to reflect medical, dietary and cultural needs (School food in England, Advice for governing boards, March 2019). It is the responsibility of the school and/or caterer to decide if provision of a meal for a pupil with an allergy is feasible and reasonable efforts should be made to cater for all pupils needs.

Policy Point 4: If allergies are particularly complex or severe, a risk assessment will be carried out to assess if it safe to cater for the child.

Provision of allergen information

Under the Food Information Regulations (2014) it is a legal requirement that any out of home catering provider, which includes school kitchens, provide customers with information on the presence of the 14 EU defined allergens. This information can be provided verbally, in writing and/or on menus.

A sign must also be displayed at the counters to notify customers that allergen information is available upon request.

Information about the 14 Allergens and the common foods they can be found in is provided in Food Standards Agency 14 Allergens poster.

*Policy Point 5: Allergen information is available for staff in one of two systems depending on the school or contract, Appetite or Indicator. Staff must **not** dispose of any packaging with ingredient information on until the product has all been used.*

Policy Point 6: Allergen signs must be visible at all service points advising customers that allergy information is available upon request.

Natasha's Law

Under 'Natasha's law', all pre-packaged foods for direct sale will require full ingredient declarations. That means, anything prepared fresh on site and packaged in some way, including sandwiches, salad boxes, fruit pots, etc.

Policy Point 7: Natasha's Law does not apply to our Primary Schools. We manage allergen requirements with bespoke menus as outlined in this document and Primary Schools will refrain from packaging any items that are served on site (this also helps to minimise use of single use plastic). The only items to be packaged, are pre-ordered lunches, for example, packed lunches for a school trip which are not required to be labelled.

Policy Point 8: Natasha's Law does apply to our Secondary Schools who are provided with a range of items that they can offer packaged, along with approved ingredients, recipes & labels to ensure these are accurate. Individual pupil allergen requirements should still be managed separately between the catering manager & pupil (plus parent where necessary).

Menus & meal ordering

A bespoke menu will be provided for a pupil with a special dietary requirement that is in line with the menu available for the rest of the school. It could take up to 10 working days to provide the special diet menu for a pupil, depending on the complexity and severity of the dietary request. During this time, we will be able to provide the pupil with a jacket potato or sandwich with appropriate filling.

Once a menu has been provided, the parents will need to ensure that the pupils choices are provided to Hutchisons Catering (Catering Manager, Operations Manager or Nutritionist). Pupils' choices will be recorded on the Weekly Menu Choices template and kept in the kitchen, alongside the catering version of the bespoke menu, so that everyone working in the kitchen is aware of the special diet meals required.

Appetite

Some schools within the business will use Appetite. This is a meal ordering system which also helps us to safely cater for pupils with special dietary requirements. Parents are required to indicate on the system if their child has an any allergy or intolerance to one of the 14 allergens. The system will then block any menu item that contains the allergen. This could heavily restrict the menu options available to the child which is why we provide a bespoke menu for each child with an allergy or intolerance. The parent will provide the child's choices from their bespoke menu to the catering team who will then refer to the bespoke menu held in the kitchen when the child comes to the counter.

Policy Point 9: A Bespoke menu for a pupil will be provided within 10 working days of receiving a special diet request form and medical note. Pupil's choices from that menu will need to be provided to Hutchison Catering.

Policy Point 10: Non-medical dietary requirements are to be added to the to the Appetite system by the school office.

Recipes & allergen information

We are required by law to keep a record of all recipes and the associated allergy information. These are provided in the Appetite or Indicator systems depending on the school & contract. A Product Change Memo will be provided to sites if a supplier notifies us of a change to a product.

If individual packaged items are transferred from a larger case or packaging, and the individual items do not have any ingredient or allergen information on, the ingredient and allergen information from the outer packaging must be kept with the product for reference.

Any variations in products or recipes must be authorised by your Operations Manager and communicated to the school as far in advance as possible. A record of the amendments must also be made in the Daily Kitchen Diary.

It is important to make a record each day of the meals provided to pupils with special dietary requirements. In the unlikely event of an accident, this will help to identify what was provided.

Hutchison Catering kitchens are nut free environments and we take every precaution to eliminate cross contamination with all allergens. However, we cannot guarantee 100% allergen free.

Policy Point 11: Menu & ingredient variations must be limited wherever possible. Where required these must be agreed as far in advance as possible with Operations Managers and communicated to schools.

Policy Point 12: A record to be kept in the Daily Kitchen Diary of all variations to the menu or products (in line with Food Information Regulations) as well as what meals were provided to pupils with special dietary requirements.

Identifying pupils with special dietary requirements

If using the Appetite system, any medical dietary requirements loaded by parents will appear on the screen in the kitchen when the child selects their name at the counter. This provides a second check for the staff who will have a copy of the pre-agreed bespoke menu and child's choices in the kitchen.

Any non-medical dietary requirements must be loaded by the school office in the notes section and will also appear on the screen in the kitchen when the child selects their name at the counter.

For schools not using Appetite, an alternative system for identifying pupils with special dietary requirements will need to be put in place in agreement with each school. This could be coloured bands, a lanyard, different coloured tray or plate. The Operations Manager will be responsible for ensuring this is in place. Schools or parents may be asked to provide up to date photographs of pupils to support with this. Where these are held in the kitchen, they will only be visible to those working within the kitchen.

Policy Point 13: The Operations Manager is responsible for working with the school to implement an appropriate system for identifying the pupils with special dietary requirements. Where Appetite is used, Operations Managers are also responsible for working with the school to ensure information about special dietary requirements is loaded onto the system by the school or parents.

Added extras

Salad Bars

Salad bars are a great addition to a school lunch service, providing pupils with an opportunity to try new foods & increase their fruit & vegetable consumption. These can be supervised or self service

but can pose a risk for pupils with special dietary requirements. If the salad bar is unsupervised, provide only fresh vegetables & salad and keep items such as pasta salad and bread on the main counter.

Policy Point 14: Unsupervised salad bars to contain vegetable & salad only and pasta salads & bread to be kept at the counter.

Theme Days

Theme days will be incorporated into our offer throughout the year for census days and to celebrate special occasions & events. A special menu will be in place for these theme days which will be shared in advance. Recipes and allergy information will be provided in both Appetite & Indicator. Guidance will be provided on amendments to the core offer for catering for special dietary requirements, but it is the responsibility of the Operations Manager & Catering Manager to communicate this to parents.

Policy Point 15: Special diets will be catered for on special occasions & census days and details of the offer will be communicated to parents in advance.

School Trips

When pupils are taken off site for a school trip we will provide a packed lunch for them. To help us meet Natasha's Law and safely cater for children with special dietary requirements, these will need to be ordered in advance using the Packed Lunch Order Form.

Policy Point 16: Food provided on school trips must be ordered in advance using the Packed Lunch Order Form.

Hospitality

We can provide catering for a special event or meeting within school. The Food Information Regulations & Natasha's Law apply to these occasions. Schools should provide details of any special dietary requirements in advance of the event so that we can cater for all dietary requirements. Recipes & allergen information for all items in the Hospitality Brochure are available on the Indicator System or from your Operations Manager. Information about the 14 allergens within the food must be available, especially if a member of staff isn't present when the food is being consumed. This can be provided as a printout from Indicator or a completed Allergen Matrix available at the end of this document.

Policy Point 17: Schools are requested to provide details of special dietary requirements in advance of a hospitality event.

Policy Point 18: Allergen information must be available with food provided at all hospitality events.

Staff Meals

Many school staff will request a lunch throughout the year, sometimes this will be a lunch from the counter in line with the pupils lunch, and sometimes this might be a meal that has been prepared separately for them (e.g. salad or jacket potato). Schools may also have visitors on site that request a meal. In these instances, information about the 14 allergens within those meals must be available if requested. For a school lunch, information about the 14 allergens is available in Appetite or Indicator. For any other meals that are prepared or if product substitutions have been received the allergens within the meal should be recorded on the Allergy Matrix in the Daily Kitchen Diary.

Policy Point 19: Allergen information must be available if requested by a member of staff. Either from the Appetite or Indicator systems or from a completed allergen matrix.

Transported Meals

Where school lunches are prepared and then transported to a different site and served by a different member of staff, information about the allergens within the meals must be available. A copy of the recipes with allergen information must be kept at the schools receiving the transported meals and any product or recipe changes must be communicated as part of the handover of the food via a completed Transported Meals - Daily Record Sheet.

If a meal is being transported for a pupil with a special dietary requirement, this must be plated up in advance, covered and labelled with the child's name.

Staff Training & Briefing

Managing special dietary requirements is the responsibility of everyone in the kitchen & serving meals to the children. Therefore, all members of staff will be trained and briefed daily as follows:

- All cooks/chefs must complete **Food Hygiene Certificate -CIEH Level or equivalent NVQ 2&3 Food Safety - A recognised training course on food allergy awareness.**
- Catering Assistants must complete the following mandatory courses: **Basic Food Hygiene Certificate & FSA Food allergy awareness**
- Any cover staff must read through the allergy policy and be briefed on the special dietary requirements catered for, the meals those pupils will be served and they process for identifying them at the counter.
- All staff are provided with regular internal training on a variety of topics, including food safety, special diets and allergens. If there are any updates to legislation or procedures these internal sessions will be used to notify and train staff.
- The Catering Manager will brief all members of staff daily on the special dietary requirements and meals to be provided.
- We would prefer If dining room supervisors do not support with the serving of food to pupils. If they serve out of necessity they must also be briefed on the meals available and individuals requirements.

Policy Point 20: All permanent staff to be trained on special diets and safe management of allergens. All temporary staff to read the policy document and be briefed on individual requirements by on site team.

Allergen Matrix

Item	Date	Celery	Cereals	Crustaceans	Eggs	Fish	Lupin	Milk	Molluscs	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur dioxide	Initials