



Food & Allergens Policy

Coordinator	Helen Edwards
Review Frequency	Every 3 years
Policy First Issued	March 2007
Last Reviewed	May 2023
Date policy considered by External HR Consultant	N/A
Date policy considered by External Solicitor	N/A
Agreed by LT on	9 th May 2023
Does this policy need to be agreed by Trustees? If yes, which committee?	N/A
Agreed by Trustees on	N/A
This policy is communicated by the following means:	
Trustees	N/A
Staff	Policy folders on staff SharePoint
Parents	Academy website
Students	PSHCE, assemblies, student groups, planner pages & allergy awareness campaigns

Contents

1. Policy Statement	2
2. Purpose.....	2
3. Aims	2
4. Roles and Responsibilities	2
5. Food Consumption on Site.....	3
5.1 Access to water	3
5.2 Permitted Items.....	3
5.3 Lunch Provision.....	4
5.4 Sanctions	4
6. Allergens and Catering.....	4
7. Anaphylaxis.....	5
8. Monitoring	6
Appendix A – School Food Standards 2015	7
Appendix B: Integrating into the curriculum	8
Appendix C – Healthy Eating Planner Page	9
Appendix D – Chartwells Medical Diets Policy in Secondary Schools	10
Appendix E: Food Hygiene	19
Appendix F – Guidance for using an Adrenaline Autoinjector Device (EpiPen)	20



1. Policy Statement

The academy recognises the important connection between a healthy diet & body and a student's ability to learn effectively and achieve high standards in school. We also recognise the role a school can play, as part of the larger community, to promote family health, and sustainable food and farming practices. This policy also makes reference to allergies, in particular anaphylaxis.

2. Purpose

The purpose of this policy is to ensure that all stakeholders are clear about food that is acceptable for consumption on site. In addition to this staff should be clear about the role they have to play in promoting healthy eating and well-being to students.

3. Aims

Our aim is to improve the health of the academy community by teaching staff, students and families ways to establish and maintain life-long healthy and environmentally sustainable eating habits. This shall be accomplished through food education and skills (such as cooking and growing food), the food served in schools, and core academic content in the classroom.

3.1 To improve the health of students, staff and their families by helping to influence their eating habits through increasing their knowledge and awareness of food issues, including what constitutes a healthy and environmentally sustainable diet, and hygienic food preparation and storage methods.

3.2 To increase students' knowledge of food production, manufacturing, distribution and marketing practices, and their impact on both health and the environment.

3.3 To ensure students are well nourished at school, and that every student has access to safe, tasty, and nutritious food, and a safe, easily available water supply during the school day.

3.4 To ensure that food provision in the academy reflects the ethical and medical requirements of staff and students e. g. religious, ethnic, vegetarian, medical, and allergenic needs.

3.5 To make the provision and consumption of food an enjoyable and safe experience.

3.6 To introduce and promote practices within the academy to reinforce these aims, and to remove or discourage practices that negate them.

4. Roles and Responsibilities

All stake holders will work towards ensuring that this policy is both accepted and embraced.

- Trustees and academy leaders will ensure this policy is considered when reviewing catering contracts and food standards. They will also consider this policy when looking at facilities.



- The Catering Manager will ensure the provision of all food meets the School Food Standards (2015) (see Appendix A).
- Dining Supervisors and staff on duty in the Dining Pavilion will monitor students to ensure that everyone is eating a healthy lunch.
- The PSHCE lead and Heads of Year/Progress will ensure Healthy Eating is included in the PSHCE curriculum
- The Head of Technology will oversee the development of appropriate schemes of work for Food & Nutrition.
- All Heads of Faculty will be encouraged to include references to Healthy Eating in Schemes of Work where appropriate (see Appendix B for examples).
- The Head of PE will monitor curriculum content relating to food & nutrition in the PE faculty.
- Teachers, support staff and the visiting school nurse will encourage Healthy Eating by acting as role models.
- Students will be involved through PSHCE & student groups in promoting Healthy Eating and reviewing the food on sale within the academy
- Parents will be encouraged to support this policy in school and at home.

All stakeholders should refer to Appendix A, B & C for ideas on how to raise awareness of Healthy Eating and to Appendix D for general food safety & hygiene guidance.

5. Food Consumption on Site

As an academy we are not required to meet the School Food Standards. However, Clapton Girls' Academy is committed to ensuring students have a healthy, balanced diet and as such we remain committed to the same aspirations and have signed up to them on The Independent School Food Plan website.

5.1 Access to water

Students are allowed to take water bottles filled with plain water into lessons with them. Students have access to drinking water in the Dining Pavilion and various external taps around site and, in emergencies, at Student Reception.

5.2 Permitted Items

- Students are made aware of healthy and safe snack, food & drink items to bring to school. This is communicated via the Healthy Eating page of the student planner (see Appendix C).
- Food brought onto site should not contain nuts or nut products. This is also communicated via the student planner.



- Students must only eat healthy snacks such as dried fruit, fruit or healthy bars outdoors at break time and should not eat inside the school buildings.
- The academy does not run a tuckshop.
- In exceptional circumstances, the academy may provide chocolates or sweets to students for special events eg to celebrate Eid or as a prize. This approach supports the understanding that such food items should be seen as 'occasional treats' as part of a healthy, balanced diet and not as something to consume regularly.
- Chewing gum is not permitted in the academy.

5.3 Lunch Provision

- All students in Key Stage 3 & 4 stay on site during the school day. A variety of food options are available to them at lunch or they can bring in a healthy packed lunch. All students must eat in the designated areas at lunch time.
- Packed lunches must consist of healthy food. Catering staff do not heat up food that is brought in as part of a 'packed lunch'.
- The Catering department do not operate a Halal kitchen but meat, with the exception of any pork product, is Halal and is certified as such. A vegetarian option is offered every day of the week and Meat Free Mondays are observed as part of the menu cycle.
- As a multi-cultural academy, we promote food from different cultures and use important calendar events such as Chinese New Year, Black History Season, Eid to offer students and staff speciality food from other countries.
- The school runs a 2-week menu cycle that is reviewed regularly by the Deputy School Business Leader and Catering Manager. These reviews and any menu changes are informed using student and staff feedback information as well as other data.
- The Catering Manager must ensure that all new products introduced for sale to students are checked for fat and sugar content and prior approval of such products is obtained from the Deputy School Business Leader.

5.4 Sanctions

- If students are found to be eating in the wrong area or bringing food that is not permitted onto site, the staff member who discovers the students should remind them of expectations and direct them to the correct area. Items not permitted on site will be confiscated.
- Students must put all litter in the bins provided. Students who litter or who do not clear up after themselves at lunch times can be directed to have future lunches in the Student Support Centre for a period of time.

6. Allergens and Catering

Catering at Clapton Girls' Academy is provided by Chartwells Catering. Please refer to Appendix D for Chartwells' Medical Diet Policy.



7. Anaphylaxis

Anaphylaxis is an extreme and severe allergic reaction. The whole body is affected, often within minutes of exposure to the substance which causes the allergic reaction (allergen) but sometimes after hours.

Some people have severe allergic triggers that can cause anaphylaxis. Common triggers include:

- Foods such as peanuts, tree nuts (e.g. almonds, walnuts, cashews, and Brazil nuts), sesame, fish, shellfish, dairy products and eggs.
- Non-food causes include wasp or bee stings, natural latex (rubber), penicillin or any other drug or injection.
- In some people, exercise can trigger a severe reaction — either on its own or in combination with other factors such as food or drugs (e.g. aspirin).

Anaphylaxis (pronounced ana- fill - axis) is a medical emergency, common causes of anaphylaxis include food, wasp/bee venom (stings) and medication. Recognising the signs and symptoms early and treating quickly with the medicine 'adrenaline' is vital to save life.

Symptoms

Signs of a severe allergic reaction (anaphylaxis) include **one or more of the following symptoms:**



Airway:

- Swollen tongue
- Difficulty swallowing
- Throat tightness
- Change in voice (hoarse/croaky)



Breathing:

- Difficulty breathing
- Chest tightness
- Noisy breathing
- Persistent cough
- Wheeze



Circulation:

- Feeling dizzy or faint
- Collapse
- Loss of consciousness
- Pale and floppy (in babies/small children)

If someone has a severe allergic reaction their body may go into anaphylactic shock. **The sufferer should be treated with an injection of adrenaline (EpiPen)** and an ambulance should be called immediately. Please refer to the Health & Safety Policy for further information about EpiPens, including the location of the 'spare' epipens held on site. Refer to Appendix F for guidance on using EpiPens.

Students & staff are asked to not bring nuts or nut products onto the school site. Awareness is raised via information in student planners as well as Anaphylaxis Awareness Week every May.





8. Monitoring

- Monitoring the lunch service elements of this policy is undertaken by the Deputy School Business Leader in the form of service observations.
- Monitoring of the curriculum elements is undertaken by appropriate Heads of Faculty/Subject and through lesson observations and work scrutinies.
- Monitoring of items brought on site and ensuring students clean-up is monitored by various staff on duty.



Appendix A – School Food Standards 2015



The School Food Standards

Eating in school should be a pleasurable experience: time spent sharing good food with peers and teachers.

These school food standards are intended to help children develop healthy eating habits and ensure that they get the energy and nutrition they need across the whole school day. It is just as important to cook food that looks good and tastes delicious; to talk to children about what is on offer and recommend dishes; to reduce queuing; and to serve the food in a pleasant environment where they can eat with their friends.

As a general principle, it is important to provide a wide range of foods across the week. Variety is key – whether it is different fruits, vegetables, grains, pulses or types of meat and fish. Children love to hear the stories behind their food. Use fresh, sustainable and locally-sourced ingredients (best of all, from the school vegetable garden), and talk to them about what they are eating. Go to www.schoolfoodplan.com to find examples of what other schools are doing to encourage children to eat well.

Remember to use Government Buying Standards for Food and Catering Services alongside these standards to help reduce salt, saturated fat and sugar in children's diets.

* This Standard applies across the whole school day, including breakfasts, morning breaks, tuck shops, and after school clubs



Fruit and vegetables

One or more portions of vegetables or salad as an accompaniment every day

One or more portions of fruit every day

A dessert containing at least 50% fruit two or more times each week

At least three different fruits and three different vegetables each week



Foods high in fat, sugar and salt

No more than two portions of food that has been deep-fried, batter-coated, or breadcrumb-coated, each week*

No more than two portions of food which include pastry each week*

No snacks, except nuts, seeds, vegetables and fruit with no added salt, sugar or fat*

Savoury crackers or breadsticks can be served at lunch with fruit or vegetables or dairy food

No confectionery, chocolate or chocolate-coated products*

Desserts, cakes and biscuits are allowed only at lunchtime. They must not contain any confectionery

Salt must not be available to add to food after it has been cooked*

Any condiments must be limited to sachets or portions of no more than 10g or one teaspoonful*



Milk and dairy

A portion of food from this group every day

Lower fat milk must be available for drinking at least once a day during school hours



Meat, fish, eggs, beans and other non-dairy sources of protein

A portion of food from this group every day

A portion of meat or poultry on three or more days each week

Oily fish once or more every three weeks

For vegetarians, a portion of non-dairy protein on three or more days each week

A meat or poultry product (manufactured or homemade, and meeting the legal requirements) no more than once each week in primary schools and twice each week in secondary schools*

Food provided outside lunch

• Fruit and/or vegetables available in all school food outlets

• No savoury crackers and breadsticks

• No cakes, biscuits, pastries or desserts (except yoghurt or fruit-based desserts containing at least 50% fruit)



Starchy food

One or more wholegrain varieties of starchy food each week

One or more portions of food from this group every day

Three or more different starchy foods each week

Starchy food cooked in fat or oil no more than two days each week*

Bread - with no added fat or oil - must be available every day



Healthier drinks*

Free, fresh drinking water at all times

The only drinks permitted are:

- Plain water (still or carbonated)
- Lower fat milk or lactose reduced milk
- Fruit or vegetable juice (max 150 mls)
- Plain soya, rice or oat drinks enriched with calcium; plain fermented milk (e.g. yoghurt) drinks

• Combinations of fruit or vegetable juice with plain water (still or carbonated, with no added sugars or honey)

• Combinations of fruit juice and lower fat milk or plain yoghurt, plain soya, rice or oat drinks enriched with calcium; cocoa and lower fat milk; flavoured lower fat milk, all with less than 5% added sugars or honey

• Tea, coffee, hot chocolate

Combination drinks are limited to a portion size of 330ml. They may contain added vitamins or minerals, and no more than 150mls fruit or vegetable juice. Fruit or vegetable juice combination drinks must be at least 45% fruit or vegetable juice





Appendix B: Integrating into the curriculum

An ethos of safe, tasty, nutritious and environmentally sustainable food should be integrated into the curriculum

Food topics covered within curriculum areas (check content, year group, timing etc.)

- Art e.g. observation drawings of food, healthy eating poster design
- Personal Social and Health Education, e.g. menu planning, nutrition
- Design and Technology, e.g. cooking, designing tools
- English, e.g. food diaries, following instructions
- Geography, e.g. what food grows where, food miles, transporting food, waste
- History, e.g. past diets, discoveries
- Information Technology, e.g. recording results of a food survey, website review
- Maths, e.g. weights and measures
- Physical Education, e.g. links between healthy eating and exercise
- Science, e.g. effects of heat on food, plant growth, nutrition

Topic cross reference (check to see where and how these issues are covered in the curriculum)

- Nutrition
- Cooking methods
- Cooking (including clubs & external demonstrators)
- Menu planning skills
- Food hygiene (e.g. common food poisons, bacterial growth, contamination, washing hands, temperatures, storage, cleaning and disinfectant, pests)
- Cultural influences on food choice
- Food provenance
- Food production, marketing and labelling
- Recycling
- How plants grow

Examples of activities that could support curriculum work

- Relationships with local food businesses, e.g. farms, shops and restaurants (encourage food professionals such as chefs to come into the classroom, and arrange for the students to visit their premises)
- Tasting sessions (integrate a range of eating experiences into the classroom work, e.g. tasting fresh, dried, juiced, frozen and canned fruits and vegetables)
- Cooking demonstrations
- Healthy eating projects
- School website with pages on food issues and links to other related sites
- Debates/ guest speakers
- Eating experiences discussed in curriculum areas
- School gardens (give students the opportunity to plant, harvest, prepare, cook and eat the food they grow)



Appendix C – Healthy Eating Planner Page

Healthy school

Clapton Girls' Academy is a healthy school as we want you to be fit for life. Please remember that Clapton Girls' Academy is a chewing gum free zone! You should bring a bottle of plain water to school each day so you are well hydrated. Water coolers are available on site for you to refill your bottle free of charge. Please remember to take your water bottle to lunch with you.

**Please do not
bring these into school.**



Crisps



Chocolate



Sweets



Fizzy, sugary drinks



Nuts & sesame seeds

**Instead, why not
bring these?**



Cereal bar



Fresh fruit



Dried fruit



Bottled water

Items not permitted in school will be **confiscated for collection at the end of the day**. Items not collected on the day of confiscation will be **thrown away**.



Appendix D – Chartwells Medical Diets Policy in Secondary Schools



Chartwells Medical Diets: Our Policy in Secondary Schools

For young people affected by an allergy, intolerance or other medical dietary requirement, it is vitally important that they develop the skills they need to make safe food choices in all environments, whether at home, in school or other out-of-home settings.

At Chartwells, we believe it is important that young people recognise their responsibility to manage their dietary requirements as soon as they are able to. For many pupils, the progression into secondary education provides a welcome opportunity for this development, as they can take greater control of their diet and make their own informed choices about what, when and where to eat.

As such, Chartwells do not prepare managed medical diet menus for secondary age pupils. Instead, our focus is on providing a broad mix of balanced meal options that will enable all pupils to choose a nutritious school lunch, regardless of their dietary requirements or preferences.

To support pupils with medical dietary needs, so that they can make safe choices:

- We adhere to strict food safety regulations. This includes the provision of information about the presence of the 14 legal allergens in every dish on our menus
- We encourage pupils to ask about allergens; our teams will be happy to support
- We can provide nutrient counts for every dish on our menu to pupils who need to monitor nutritional intake for medical reasons (for example, carbohydrate counts for pupils with diabetes).
- We offer allergen-focussed education workshops as part of our Beyond the Chartwells Kitchen programme, to educate pupils and raise awareness across the school (contact your local Chartwells team to book).

For pupils with very specific, complex requirements or for those who are not reasonably able to take responsibility for managing their diet themselves, we recommend that parents contact the Chartwells Medical Diets team, who will be happy to advise and assist where possible, on a case-by-case basis.

Please refer to the full Chartwells Medical Diet Policy for more details.

Regarding Secondary schools, Chartwells Medical Diet Policy states (point 3.9):

Medical diet menus will not be prepared by the central Chartwells nutrition team for customers in Secondary or Higher and Further education settings. We believe that our menus in Secondary, Higher and Further education provide sufficient choice to allow customers to manage their own medical diets. Chartwells will ensure that allergy reports are always available to customers which will allow them to make informed menu choices. This is in line with other out of home catering settings.

For further information please contact your local Chartwells representative.

Alternatively, you can contact the Chartwells medical diets team: chartwells.medicaldiets@compass



CHARTWELLS MEDICAL DIET POLICY

10	PURPOSE/SCOPE
	<p>The purpose of this policy is to detail Chartwells responsibilities and commitments in providing medical diet support to customers.</p> <p>For the purpose of this policy 'the customer' refers to the pupil requiring the medical diet including any parents or guardians. 'The client' refers to the school, university, college, local authority or third party to whom Chartwells are contracted to provide catering services.</p> <p>This policy on Chartwells medical diet provision should be used in conjunction with the Chartwells Medical Diet procedure.</p>
20	POLICY STATEMENT ON MEDICAL DIETS
	<p>Medical diets are an important part of Chartwells catering provision and the safety of the customers we cater for is our number one priority. A medical diet is defined as diet whereby the standard catering provision is unsuitable and requires adaptation to be made safe for a customer due to a medically diagnosed dietary requirement. Examples of medical diets include diagnosed food allergies and intolerances.</p> <p>As part of Chartwells mission to nourish the young minds of our customers, we strive to provide customers with medical diets with the same opportunities to enjoy our food as their peers and we are committed to making reasonable adjustments for medical diets, providing it is safe to do so. We believe it is our responsibility to encourage customers to try new foods as part of a balanced diet therefore we do not accommodate for taste aversions or preferences and will not consider this a medical diet requirement.</p>
30	MENU PROVISION FOR MEDICAL DIETS
3.1	Chartwells medical diet provision will be in line with LACA National Allergen Management Policy guidance, an industry-wide code of conduct for the management of allergens in schools.
3.2	Chartwells food development team will aim to minimise allergens within their core menu recipes as far as possible.
3.3	<p>All medical diet requests will be considered by Chartwells on a case-by-case basis as part of the medical diet risk assessment process, which considers the nature of the requirement and the capabilities of the kitchen concerned (See appendix 1 – Risk Assessment). Chartwells will make all reasonable steps to provide for a medical diet providing this assessment indicates that the risks are within safe limits. Unfortunately, where the risk to the customer is high we may be unable to provide a medical diet.</p> <p>Chartwells will notify the client and the customer of the result of any assessment where the risk is so high that a medical diet cannot be provided, without delay. In the event of such risk assessment result and decision, Chartwells will not provide any medical diet or other diet to the customer and the client must take appropriate measures to ensure that other allergen risks for the customer are controlled (including any risks relating to airborne allergens from food consumed by other customers).</p> <p>Clients are required to support customers and Chartwells in providing an up-to-date photo to assist the identification of such customers for these purposes. Photos should be provided by</p>



	clients at a minimum annually and sooner, if the appearance of the customer changes significantly in the intervening period.
3.4	<p><i>State primary schools & academies only:</i></p> <p>The Chartwells 'Allergy Aware' menu will be provided to customers with allergies to any of the 14 mandatory listed Food Information Regulations (FIR) allergens or combinations thereof, providing the menu assessment process detailed in point 3.3 deems it safe to do so. The Allergy Aware menu is a reduced-allergen menu which does not include the majority of the 14 FIR allergens. The Allergy Aware menu aligns itself as closely as possible to the main menu offer.</p> <p>On theme days, Chartwells Allergy Aware menus can be provided for customers with allergies to any of the 14 mandatory FIR allergens only.</p>
3.5	Medical diet requests for allergens which are not part of the 14 mandatory listed allergens under FIR will reviewed via the medical diet risk assessment process as detailed in point 3.3. Chartwells may be required to decline a medical diet menu request where the risks are determined to be too significant to the customer.
3.6	Medical diets which are not allergen-related (such as texture-modified dysphagia requirements, sensory disorders, autism and phenylketonuria (PKU)) will be considered by Chartwells on a case-by-case basis.
3.7	Religious and cultural diets are not classed as a medical diet and therefore do not require a medical diet request form. Customers should inform the client and catering team on site about any religious or cultural requirements to make arrangements where appropriate.
3.8	<p>If Chartwells become aware of any medical diet requirement which has not been properly notified in accordance with this Policy, it may refuse service. For the avoidance of doubt, service will always be refused in these circumstances unless and until the client confirms, with Chartwells agreement, that the relevant customer can manage their menu choices and authorises Chartwells to provide service.</p> <p>Chartwells will notify the client and the customer of any decision to refuse service in these circumstances. Clients are required to support customers and Chartwells in providing an up-to-date photo to assist the identification of such customers for these purposes. Photos should be provided by clients at a minimum annually and sooner, if the appearance of the customer changes significantly in the intervening period.</p>
3.9	Medical diet menus will not be prepared by the central Chartwells nutrition team for customers in Secondary or Higher and Further education settings. We believe that our menus in Secondary, Higher and Further education provide sufficient choice to allow customers to manage their own medical diets. Chartwells will ensure that allergy reports are always available to customers which will allow them to make informed menu choices. This is in line with other out of home catering settings.
3.10	Whilst a medical diet menu is being prepared, Chartwells can provide a jacket potato with suitable topping and fruit for dessert, otherwise customers should provide a packed lunch meal as an interim measure.



3.11	Chartwells medical diet menus will ensure that one suitable hot dish is available per service.
3.12	Only the recipes detailed on the Chartwells-approved medical diet menu will be served to the customer. Deviations to the medical diet menu are not accepted.
3.13	In the instance that it is not possible to prepare the approved medical diet menu recipe at any given meal, the customer will be served a jacket potato with a suitable topping and fruit for dessert (on condition they are not allergic to these ingredients).
3.14	Medical Diet menus will be prepared for main hot meals and will not include mid-morning breaks, breakfast clubs, after school club snacks, salad bars or daily cold or packed lunch options. Chartwells do not take responsibility for ensuring pupils are safeguarded from consuming inappropriate foods when pupils are self-serving.
3.15	School menus must be fully compliant to the school food standards (State Primaries & Primary Academies) and Chartwells menu standards prior to a medical diet menu being prepared.
3.16	Medical diet menus cannot be supported if the school menu does not use The Source (Chartwells recipe & menu database).
3.17	Medical diets menus are always double-checked by two trained Chartwells colleagues prior to implementation as a safety precaution
4.0	MEDICAL DIET REQUESTS & PROCESSING
4.1	Customers requiring a medical diet menu must complete the Chartwells Medical Diet Request form in full and submit with supporting evidence
4.2	It is the client's responsibility to ensure customers are aware of Chartwells medical diet policy and to direct them to Chartwells medical diet request form. It is also the client's responsibility to provide assistance to the customer in accurate completion of the form, if the customer cannot complete or understand the form, for example due to language or learning difficulties.
4.3	<p>Medical diet request forms must be accompanied by supporting professional medical evidence OR a completed Chartwells Medical Evidence Support Form in order to be processed. Adjusting a child's diet should only be done under the guidance of a medical professional. This requirement is an industry-wide standard and is essential for the safeguarding of Chartwells customers.</p> <p>The following conditions apply to the medical evidence:</p> <ol style="list-style-type: none"> i. A professional medical source includes a medical doctor, registered dietitian, nurse or other qualified NHS medical professional ii. School-composed care plans, commercial laboratory reactivity results and homeopathic diagnoses will not be accepted iii. Medical evidence will be used as the most accurate information iv. Updated medical evidence must be provided in the instance that an existing medical diet is changed (e.g. additional or reduced requirements)



4.4	Customers should return the Chartwells Medical Diet Request form & supporting medical evidence to the client office. Clients are then required to share the completed documentation with their Chartwells regional team for processing.
4.5	On receipt by the dedicated Chartwells medical diet team, a medical diet menu will be prepared within 3-5 weeks if all conditions to proceed with a medical diet menu are met.
4.6	A medical diet will continue to be provided for future menu cycles by Chartwells until we receive confirmation in writing that it is no longer required. Clients must inform Chartwells about any leavers and confirm Chartwells' list of pupils requiring medical diets on a termly basis.
4.7	The re-introduction of allergens into a customer's medical diet menu will only be accepted once updated medical evidence has been received by Chartwells. Chartwells will not be responsible for the gradual re-introduction of allergens (for example the re-introduction of milk using the 'milk ladder') or the provision of allergens in moderation or in different forms.
4.8	Medical diet requests received within 6 weeks of the end date of a menu will be processed for the new menu only. During the interim period, food may be provided as per point 3.10
4.9	The client is responsible for ensuring that the customer receives a copy of any medical diet menu prepared by Chartwells and understands the menu, including in the event of learning or language difficulties. Chartwells will ensure the client are aware of any direct communication with customers regarding medical diet menus.
4.10	Customers will receive a copy of the medical diet menu and are required to notify any discrepancies immediately. Customers are also requested to return a completed medical diet menu sign-off form to the client admin office, who will forward it onto Chartwells, prior to the menu start date. Please note, however, that if Chartwells is not notified of any discrepancies by the stated menu start date, this will signify acceptance of the medical diet menu by the customer and it will proceed to offer the medical diet menu to the customer on the start date. The client is required to ensure that menu sign-off forms are received from all customers and that discrepancies are notified immediately.
5.0	ALLERGEN & NUTRITION INFORMATION FOR CUSTOMERS
5.1	Allergen reports declaring the presence of the 14 mandatory FIR allergens are available for all Chartwells recipes on current menus. Customers and clients wishing to review these should ask the kitchen team or request them from their local Chartwells contact.
5.2	Where suppliers declare that an ingredient 'may contain' an allergen, Chartwells will consider this as the same risk as a 'contain' warning and will remove the allergen from all implicated medical diet menus.



5.3	Chartwells will continually work with our suppliers to secure clear ingredient labelling and appropriate allergen declarations.
5.4	Chartwells kitchens store medical diet menus in their medical diet folder on site.
5.5	<p>Nutrient counts are available for current menus to enable customers to manage their nutritional intake, if required due to a medical condition. Chartwells nutrient counts will include the following information for each dish/menu item:</p> <ol style="list-style-type: none"> i. Portion size (g) ii. Carbohydrate, Fat, Protein, Sodium & Calorie content per portion iii. Carbohydrate, Fat, Protein, Sodium & Calorie content per 100g <p><i>Please Note: Chartwells use the nutrition analytics tool, Saffron, to provide nutritional data for our recipes. Saffron is used widely across the food industry and draws upon data from the McCance & Widdowson's database (Public Health England's nutrition information data set). Nutritional information will be based upon average servings of each ingredient and therefore should be regarded as the closest possible estimated figures. Nutrient counts remain subject to change due to ingredient or processing alterations for any given recipe.</i></p>
5.6	<p>Customers wishing to consult the nutrient counts do not need to complete a medical diet request and should request a copy of the nutrient counts from their local Chartwells contact. More information about Chartwells nutrient counts can be accessed online here: https://loveschoolmeals.co.uk/medical-diets</p> <p><i>Please note: Calorie information is not available online. Customers requiring calorie information for the management of a medical diet should request this from their local Chartwells contact.</i></p>
5.7	Specific medical diet requests for controlling the micronutrient (vitamin and mineral), food additive, food processing aid, colouring, thickener, stabiliser, gelling agent, raising agent, yeast, or preservative content of Chartwells menus cannot be accommodated. Information about Chartwells approved and banned food additives can be found in the Chartwells Food Additives Policy.
6.0	IDENTIFICATION OF CUSTOMERS WITH MEDICAL DIETS
6.1	<p>All clients with pupils following a Chartwells medical diet menu must have a system in place for the identification of the pupils at food service points.</p> <p>Chartwells clients must use Chartwells medical diet lanyards for such identification, UNLESS an alternative and established client system for identification of all relevant pupils, is approved by all parties as being functional for the circumstances, such approval being required prior to the use of the system for the provision of medical diets.</p>
6.2	Operation of the medical diet lanyard system, where used, must be documented by both the client and Chartwells on the Lanyard Identification System Agreement Form and stored in the Chartwells Medical Diets folder on site.
6.3	If an alternative identification system is agreed by both the client and Chartwells, this must be documented on the Medical Diet Identification System Form and stored in the Chartwells Medical Diet folder on site.



6.4	The client will be responsible for ensuring that lanyards are properly distributed to and worn by customers which are following a medical diet menu, or where an alternative identification system is agreed, shall be responsible for identifying the relevant customers in accordance with such system.
6.5	Where possible, it is highly recommended that customers following a Chartwells medical diet are served at a separate service point designated for medical diets.
6.6	Pupils with pending medical diet menus (for example, whilst the medical diet request and preparation process is underway) who are receiving interim food provision from Chartwells, as per point 3.10, should be enrolled temporarily into the approved medical diet identification system (lanyards or approved alternative).
6.7	Chartwells will also operate a medical diet identification poster system ('Hello my name is...' posters) behind the service counter, with photographs of pupils following a medical diet menu. Clients are required to support customers and Chartwells in providing an up-to-date photo to aid this identification system on request and if no such photographs or details have been provided, the client must ensure that the correct medical diet is provided to each relevant customer. This system is in line with GDPR. Please refer to the Compass Group Privacy policy for further information (https://www.compass-group.co.uk/about/privacy-policy).
6.8	Where pupil photos are used as part of a medical diet identification system (on lanyards, 'Hello my name is...' posters or within an agreed alternative system) these must be up-to-date, clear passport style images. Clients are required to support Chartwells to obtain such photos and to ensure updated photos are provided annually at a minimum.
7.0	INGREDIENT & ALLERGEN MANAGEMENT
7.1	Chartwells kitchens will implement all reasonable controls for cross-contamination however it is not appropriate for dishes produced in school kitchens to be considered by any party as 'free from' allergens. Chartwells do not endorse a completely allergen free environment. This advice is consistent with external governing bodies and allergy charities who state that a completely allergen free environment is artificial and inconsistent with the real world.
7.2	Only ingredients and products purchased in accordance with Chartwells supply chain standards from our partnered suppliers will be used in Chartwells kitchens. Ingredients brought in from home by customers must not be used or stored in Chartwells facilities.
7.3	All Chartwells staff receive Health & Safety training covering food safety and allergen awareness to a level appropriate for their role. Additional training is continually provided at Chartwells Allergy Academies, regional team events and through the Chartwells Allergen Awareness Training.
7.4	If medically prescribed ingredients are required for pupils to eat safely with Chartwells, the customer must sign the Chartwells indemnity form for 'food brought into school from home'. The use of these ingredients will be reviewed on a case by case basis and medical evidence



	<p>must be provided. Chartwells will assess the risk of cross-contamination from such ingredients and clients are required to support customers and Chartwells if required on the basis of such risks, by providing an alternative facility for use and storage of such ingredients.</p>
7.5	<p><i>State schools & academies only:</i></p> <p>Chartwells will not use any nuts as ingredients or products stating 'contains nuts' as an ingredient. Chartwells may use products with a 'may contain' declaration for nuts as long as no nuts are present in the ingredients. Where Chartwells have agreed with clients to operate a 'no nuts' site, no products with a 'may contain' declaration for nuts will be used on the menu.</p>
8.0	IN CASE OF EMERGENCY & HEALTH AND SAFETY
8.1	<p>Clients should ensure care plans are in place for the management of medical diets on their premises and should share any such care plans and updates to procedure with Chartwells kitchen team.</p>
8.2	<p>Clients must have an emergency plan in place for the administration of Epipens (adrenaline auto injectors). This plan must be shared with Chartwells kitchen team and Epipens must only be applied by authorised persons as agreed in the emergency plan.</p>
8.3	<p>Chartwells will operate internal Health and Safety audits and 'Safety Walks', conducted by Health and Safety managers or trained operators, to ensure compliance to all applicable allergen policies and procedures. Internal Health and Safety audits are completed using Chartwells All Incident Reporting system (AIR). Any identified non-compliances will be acted upon within the shortest, practical timescale and all audit reports will be retained and analysed at Health & Safety management review meetings.</p> <p>Supplementary internal nutrition audits may also be conducted, as required, by trained Chartwells nutritionists, using a mobile reporting tool, to ensure compliance to menu nutrition and medical diet provision standards.</p> <p>Additional independent external audits will be conducted by bodies accredited by UKAS to an agreed regular programme. Chartwells external audits are conducted by the ISOQAR certification body.</p>
8.4	<p>In the case of an incident or near miss, Chartwells Unit Managers will report to their Line Manager and document the incident on the Accident and Incident Reporting system (AIR). Chartwells team of Health and Safety Manager's will then provide support and give suitable advice and guidance.</p> <p>All incidents are reported as soon as possible to allow a thorough investigation to take place and establish the root cause.</p> <p>Following any incident, processes will be reviewed and the Health and Safety and Nutrition Team will support with ongoing training requirements as required. Lessons learnt will be circulated to the business sector to reduce the risk of further similar incidents occurring.</p>



APPENDIX 1 - RISK ASSESSMENT

LACA (Lead Association for Catering in Education) document pending public publication



Appendix E: Food Hygiene

Requirement on catering contractors

- All the staff employed in food preparation to hold a basic food hygiene certificate
- Staff are supervised by someone holding an advanced food hygiene certificate or equivalent
- A 'Hazard Analysis Critical Control Points' system is in operation and observed at all times. A copy of this should be available for inspection.
- All government/ European Union regulations appertaining to food hygiene are complied with.
- A cleaning and disinfectant schedule that can be inspected.

Students

- Students should be reminded to wash their hands every time they go to the toilet through appropriate signage.
- Students should be encouraged to wash or sanitise their hands before they eat food.

Staff

- Staff who assist with food preparation activities in the school, including classroom activities, should possess a basic food hygiene certificate or equivalent, or complete the British Nutrition Foundation 'Teaching Food Safety' CD programme. This will both encourage food safety and provide them with an additional personal qualification

Classroom food handling and preparation

- A list of 'do's and don'ts' should be displayed in Food & Nutrition rooms.
- Handwashing prompt posters should be displayed around or beside sinks or other areas to prompt safe practices.
- Students should wash their hands using soap and water for an adequate amount of time before they handle food.
- Students should know how to safely store different food including location, temperature and containers as part of the curriculum.
- Storage of food information should be displayed on fridges and other areas where students keep items.

Food Poisoning

- In the event of an outbreak of food poisoning the School Business Leader must be made aware.



Appendix F – Guidance for using an Adrenaline Autoinjector Device (EpiPen)

ACTION

Give Adrenaline - If you suspect someone is having a severe allergic reaction, give adrenaline **WITHOUT DELAY** - if available. **IF IN DOUBT, GIVE ADRENALINE!**

How to use your Adrenaline Autoinjector device

EpiPen - <https://www.epipen.co.uk/en-gb/patients>

Jext - <https://adults.jext.co.uk>

Emerade - <https://www.emerade.com>

Position

Lie the person flat with legs raised, if breathing is difficult allow to sit with legs raised. **Do not stand the person up!**



Call for help

Dial 999 for an ambulance and state anaphylaxis (ana -fill- axis) to get medical help as soon as possible

Management

Stay with the person having the allergic reaction until medical help arrives.

If there is no improvement after five minutes and another adrenaline autoinjector (AAI) is available, a second dose of adrenaline can be given ideally in the other leg.

If a person has an allergic reaction that requires adrenaline, they should always go to hospital for further observation and treatment e.g. additional doses of adrenaline.

Adrenaline

Adrenaline is an emergency medicine used to treat a severe allergic reaction. It works quickly to reverse the symptoms of anaphylaxis by reducing swelling, opening up the airway and improving blood pressure.

Antihistamines should never be taken instead of adrenaline in the case of a severe allergic reaction. If asthma and symptoms of a severe allergic reaction occur at the same time then adrenaline should always be given first and the asthma relief inhaler afterwards.

AAIs are prescribed by a doctor for those at risk of a severe allergic reaction based on an individual's needs. They are designed to be user-friendly and to be used by anyone that has been trained

It is important to know how to use the type of AAI you have been prescribed.