



CHARTWELLS WEST SUSSEX STEAMPLICITY SPECIAL DIET POLICY

1.0	PURPOSE/SCOPE
	<p>The purpose of this policy is to detail Chartwells responsibilities and commitments in providing special diet support to customers.</p> <p>For the purpose of this policy 'the customer' refers to the pupil requiring the special 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>
2.0	POLICY STATEMENT ON SPECIAL DIETS
	<p>Special diets are an important part of Chartwells catering provision and the safety of the customers we cater for is our number one priority. A special diet is defined as a diet whereby the standard catering provision is unsuitable and requires adaptation to be made safe for a customer due to a medically diagnosed requirement. Examples of special diets include diagnosed food allergies, intolerances, texture-modified dysphagia requirements, sensory disorders and autism.</p> <p>Vegan menus will require a completed request form to allow Chartwells to order the required number of vegan meals.</p> <p>Religious and cultural diets are not classed as a special diet and therefore do not require a special diet request form. Customers should inform the local contract office and catering team on site.</p> <p>As part of Chartwells' mission to nourish the young minds of our customers, we strive to provide customers with special diets with the same opportunities to enjoy our food as their peers and we are committed to making reasonable adjustments for special 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 special diet requirement.</p>
3.0	MENU PROVISION FOR SPECIAL DIETS
3.1	<p>Chartwells special 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.</p>
3.2	<p>Chartwells food development team and suppliers will aim to minimise allergens within their core menu recipes as far as possible.</p>
3.3	<p>All special diet requests will be considered by Chartwells on a case-by-case basis as part of the special diet risk assessment process, which considers the nature of the requirement and the capabilities of the kitchen concerned.</p> <p>Chartwells will make all reasonable steps to provide for a special diet providing this assessment indicates that the risks are within safe limits. Chartwells will notify the client and the customer of the result of any assessment where the risk is high.</p> <p>Chartwells will request an up to date photo when the new menu requests come in, this will be used for identification purposes, an update will be requested at each menu change or if Chartwells team members notice the child's appearance has changed significantly.</p>
3.4	<p><i>Steamplicity special diet menu offer only:</i></p> <p>A Chartwells special diet menu will be provided to customers with allergies to any of the 14 mandatory listed Food Information Regulation (FIR) allergens or combinations thereof, providing the menu assessment process detailed in point 3.3 deems it safe to do so.</p> <p>Special Diet requests for allergens which are not part of the 14 mandatory listed allergens under FIR will be reviewed via the risk assessment process also detailed in point 3.3.</p>



	<p>Providing it is safe to do so a menu will be created on a case-by-case basis once appropriate medical evidence has been received. All special diet menus will align as closely as possible to the main menu offer.</p> <p>On theme days, special diet menus can be provided for customers with food allergies and intolerances providing it is deemed safe to do so according to the risk assessment process detailed in point 3.3.</p> <p>For safeguarding purposes all customers requiring theme day special diet menus will be issued with a temporary lanyard.</p>
3.5	Special 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.
3.6	If Chartwells become aware of any special diet requirement which has not been properly notified in accordance with this Policy, we will provide a plain jacket potato, green salad & fruit only until a diet request form with corresponding medical evidence has been completed and a appropriate diet signed off by parent and agreed start dates have been confirmed by Chartwells.
3.7	Whilst a special diet menu is being prepared, Chartwells will provide a plain jacket potato, green salad and fruit for dessert, unless the customer requests to provide a packed meal from home as an interim measure.
3.8	On receipt by the dedicated Chartwells special diet team, a special diet menu will be prepared within maximum of 3 weeks if all documents are received.
3.9	Chartwells special diet menus will ensure that a minimum of one hot meal and a dessert are available every day.
3.10	Only the recipes detailed on the Chartwells approved special diet menu will be served to the customer. Deviations to the special diet menu are not accepted.
3.11	Special 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. Chartwells will review special diets requiring packed lunches for school trips, following a completed risk assesment.
3.12	School menus must be fully compliant to the school food standards (State Primaries & Primary Academies) and Chartwells menu standards prior to a special diet menu being prepared.
3.13	Special diets menus are always double-checked by two dedicated, trained special diet colleagues including qualified nutritionists prior to implementation as a safety precaution.



4.0 SPECIAL DIET REQUESTS & PROCESSING	
4.1	Customers requiring a special diet menu must complete the Chartwells Special Diet Request form in full and submit with supporting evidence on headed or stamped paper from a medical professional.
4.2	Chartwells will ensure that customers are aware of the special diet process and direct customers to the special diet request form as well as providing assistance to complete documents where relevant and if the customer requires support. We will work in conjunction with the school to offer support.
4.3	Special 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.
4.4	Terms for use of evidence: <ul style="list-style-type: none">i. A professional medical source includes a medical doctor, registered dietitian, nurse or other qualified NHS special professionalii. Medical evidence will be used as the most accurate informationiii. Updated medical diet evidence must be provided in the instance that an existing special diet is changed (e.g. additional or reduced requirements)iv. All evidence provided must be on headed or stamped paperv. School-composed care plans, commercial laboratory reactivity results and homeopathic diagnoses will not be accepted <p><i>*Please note only one form of evidence is required</i></p>
4.5	Customers should return the Chartwells Special Diet Request form & supporting medical evidence to the local contract office for processing; westsussexspecialdiets@compass-group.co.uk
4.6	If consent is not received per menu cycle, Chartwells will not send a special diet to the school. A special diet will only be provided by Chartwells for future menu cycles once completed consent forms are received.
4.7	Customers or clients must inform Chartwells in writing if a child leaves the school. The client must confirm the Chartwells list of pupils requiring special diets on a termly basis. If a special diet is no longer required, this should be put in writing to the local Chartwells contract office. westsussexspecialdiets@compass-group.co.uk
4.8	The re-introduction of allergens into a customer's special diet menu will only be accepted once updated medical diet evidence or written parent consent 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 until updated medical evidence or parental consent is given.



4.9	Special diet requests received within 3 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 3.7
4.10	The local Chartwells team will ensure the customer receives and understands the menu supplied to them and supports customers with any help required or answers any further questions.
	Customers will receive a copy of the special diet menu and are required to notify any discrepancies immediately. Customers are also requested to return a completed special diet menu sign-off form to the local Chartwells office prior to the menu start date. westsussexspecialdiets@compass-group.co.uk
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 office, westsussexspecialdiets@compass-group.co.uk
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 special diet menus.
5.3	Chartwells will continually work with our suppliers to secure clear ingredient labelling and appropriate allergen declarations.
5.4	West Sussex Chartwells kitchens store special diet menus in their special diet folder on site.
5.5	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: i. Portion size (g) ii. Carbohydrate, Fat, Protein, Sodium & Calorie content <i>Please Note: Chartwells nutritional data for our Steamplicity recipes are provided directly from our suppliers at the Cuisine Centre therefore should be regarded as the closest possible figures. Nutrient counts remain subject to change due to ingredient or processing alterations for any given recipe.</i>
5.6	Customers wishing to consult the nutrient counts do not need to complete a special diet request and should request a copy of the nutrient counts from their local Chartwells office, westsussexspecialdiets@compass-group.co.uk
5.7	Specific special 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 will be provided on a case by case basis. Information about Chartwells approved and banned food additives can be found in the Chartwells Food Additives Policy.



6.0 IDENTIFICATION OF CUSTOMERS WITH SPECIAL DIETS	
6.1	<p>All clients with pupils following a Chartwells special 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 special 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 special diets.</p>
6.2	<p>Operation of the special 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 Special Diets folder on site.</p>
6.3	<p>If an alternative identification system is agreed by both the client and Chartwells, this must be documented on the Special Diet Identification System Form and stored in the Chartwells Special Diet folder on site.</p>
6.4	<p>The client will be responsible for ensuring that lanyards are properly distributed to and worn by customers which are following a special diet menu, or where an alternative identification system is agreed, shall be responsible for identifying the relevant customers in accordance with such system.</p>
6.5	<p>Where possible, it is highly recommended that customers following a Chartwells special diet are served at a separate service point designated for special diets.</p>
6.6	<p>Pupils with pending special diet menus (for example, whilst the special diet request and preparation process is underway) who are receiving interim food provision from Chartwells, as per point 3.8, should be enrolled temporarily into the approved special diet identification system (lanyards or approved alternative).</p>
6.7	<p>Chartwells will use a special diet lanyard identification system as best practice. If no photo is supplied, the client must identify the child to the Chartwells team. If a West Sussex client opts for an alternative identification system, this must be agreed in advance with the Chartwells manager.</p> <p>Where photos are used as part of the identification system on lanyards and in back of house folders, the photos must be up to date and a clear image (refer to point 3.3)</p>
6.8	<p>The photo ID system is in line with GDPR. Please refer to the Chartwells (part of Compass Group) policy for further information</p> <p>https://www.compass-group.co.uk/about.privacy-policy</p>
7.0 INGREDIENT & ALLERGEN MANAGEMENT	
7.1	<p>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.</p>



	Chartwells do not endorse a completely allergen free environment. This advice is consistent with Allergy UK and Anaphylaxis Campaign, 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. This is to remove the risk of cross contamination, food storage and temperature controls.
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 specially prescribed ingredients are medically 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 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.
7.5	Chartwells will not use any nuts as ingredients or products stating 'contains nuts' as an ingredient.
8.0	IN CASE OF EMERGENCY & HEALTH AND SAFETY
8.1	Clients should ensure care plans are in place for the management of special diets on their premises and should share any such care plans and updates to the procedure with Chartwells kitchen team.
8.2	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.
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 special 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 will also report any incidents or near miss to the council. 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>



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 as well as clients and customers to reduce the risk of further similar incidents occurring.

APPENDIX 1 - RISK ASSESSMENT

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