

ISS EDUCATION Dietary Safeguarding Policy

January 2021: Ealing

As your catering providers, ISS Education is dedicated to ensuring pupils can enjoy nutritious and delicious lunches which are served safely in healthy environments. Our robust dietary safeguarding procedure is designed to both safeguard children with medical conditions and support the catering staff involved in the preparation and service of lunch time meals.

What this Dietary Safeguarding Policy Covers

This policy is designed to provide parents and guardians who have requested a special diet menu to be created for their child with clear information about our dietary safeguarding procedure. This will enable parents and guardians to make an informed decision as to the suitability of the meals on offer.

At ISS Education we will do everything we can to be able to safely cater for as many pupils with special dietary requirements as possible. The special diet referral form should be completed and submitted to the school along with all requested attachments and information. School reception staff will then forward a copy of the completed form and supporting documentation to the school kitchen and ISS Education specialist Nutrition Team.

Occasionally a customer with multiple or complex allergies requires further dialogue and investigation. Each case is unique and careful consideration is required to identify the best solution for that child. In these circumstances we will also complete a more detailed risk assessment and may need to communicate directly with parents to ensure all risks can be assessed and controlled. A particular example of this is where a child requires an EpiPen (or equivalent) and has allergies and/or intolerances that are outside those specified in EU allergen legislation.

As caterers we aim to provide a food service for all and will do our utmost to undertake reasonable adjustments when special diets are requested. If we cannot accommodate a request safely we will provide explicit reasons for this decision and will work with the school and parents to review other options to support an inclusive lunch time experience. This may include an alternative food service provision such as the safe storage and / or use of specialist ingredients brought from home. In these circumstances ISS will review and agree any additional controls and supervision with both parents and the school to agree whether the allergy / intolerance can be safely managed.

Peanut & Tree Nut Allergies

All ISS Education primary school kitchens and recipes are free from nuts (peanuts and tree nuts) and derivatives of any of these. If your child has a nut allergy (and no other dietary requirements), please complete a Special Diet Referral Form. Upon your consent to the information given in the primary ISS Education Nut Policy, your child will be able to freely select meals from the standard school menu.

Crustacean, Mollusc & Kiwi Allergies

All ISS Education, primary school kitchens and recipes are free from crustaceans, molluscs, kiwi and derivatives of any of these. If your child has an allergy to any of these three allergens, and no other medical dietary requirements, then a dietary safeguarding form does not need to be completed and your child will be able to freely select meals from the standard school menu.

Energy & Nutritional Count Values

ISS Education is able to provide energy and nutritional values for the standard school menu.

If your child has a medical condition, e.g. diabetes, and requires nutritional information such as carbohydrate values, please complete a Special Diet Referral Form and you will be issued with a full energy and nutritional breakdown report for your child's school menu. If your child has additional dietary needs, e.g. gluten intolerant plus requires total carbohydrate values, then an individual special diet menu will be issued to you for consent. Please refer to ISS Education Energy & Nutritional Count Policy for further information.

Modified Texture Meals

If your child requires soft mash or puree meals because of chewing difficulties, or any additional medical reason, then we are able to consider your request, based on your child's needs. Please refer to the ISS Education Modified Texture Meals Policy for further information.

Customer & Food Safety

We would like to advise all our customers that whilst ISS Education operates a robust and rigorous dietary safeguarding procedure, all our meals are prepared on site daily using a large variety of ingredients rather than pre-purchased or readymade. This means that whilst we do everything possible to ensure your child can dine with us safely, it is not possible for us to completely remove the risk of cross-contamination. We are happy to talk through our management processes with individual parents so that they can make an informed choice about the suitability of meals for their child.

The Special Diet Menu

In order to encourage an inclusive meal experience the special diet menu created and issued for each individual child will be based on the normal baseline menu for that area. This will ensure the special diet menus are as close as possible to the regular school menu, whilst allowing for required modifications.

Temporary Meal Options

The situation may arise where a pupil requires a special diet meal but may not have a menu in place, i.e. where the dietary safeguarding referral procedure has not yet been completed. In this instance, ISS Education offers a limited selection of temporary meals to ensure the child can still be safely catered for until the special diet menu is in place. The temporary meal options are suitable for most diets. Please refer to the Special Diet Referral Form where you can select your child's temporary meal options.

Meal Choices

ISS Education endeavours to ensure as much variety is available each day for every child, depending on their dietary requirements. The special diet menu will state a minimum of one main meal each day. If there is more than one meal option available on any one day and you would like your child to have a particular meal, to avoid disappointment, please contact your school reception staff to notify them of your meal selection(s). Please ensure this is done at least one week in advance.

Renewal of a Special Diet

At the start of a menu change, all pupils registered with us will automatically be issued a new special diet menu for parent/guardian consent.

Changes to Dietary Requirements

We ask parents and guardians to inform school staff immediately of any changes to their child's existing medical dietary requirements. Any changes to dietary requirements should be forwarded in writing by school

staff to nutrition@uk.issworld.com. Notification of any new allergies and/or intolerances a child develops should be supported with medical documentation.

Cancellation of a Special Diet Menu

If your child no longer requires a special diet menu, please inform the school staff (who in turn will notify ISS Education). Any cancellations must be submitted in writing by school staff to nutrition@uk.issworld.com.

Additional Information

If the ISS Education nutritionist(s) requires further information regarding your child's dietary requirements then they may contact and/or meet with you, school staff or the kitchen manager directly. ISS Education local area managers may also be invited to attend any meeting held.

Due to the risks associated with special diet provision special diet referrals cannot be processed without the required supporting medical documentation.

Data Protection

Please see the Special Diet Referral Form for details on how any data provided will be managed and protected.

The Dietary Safeguarding Referral Procedure

1. Complete the Special Diet Referral Form and return to the school with a photo of your child (this allows them to be identified at the point of service) and supporting medical documentation (confirming your child's medical dietary requirements).
2. School reception staff will then pass a copy of the completed form with the photo to the school kitchen and a copy with the supporting medical documentation to the ISS Education Nutrition Team.
3. The completed special diet menu will be issued to the school reception staff for your attention within three weeks of the ISS Education nutritionist receiving the Special Diet Referral Form and supporting medical documentation.
4. When you receive your child's special diet menu from the school reception staff, please review the menu (and the ISS Education Nut Policy if your child has an additional nut allergy) and complete the enclosed Special Diet Consent Slip.
5. Once completed, please return the Special Diet Consent Slip to the school reception staff, who will pass it to the ISS Education area manager (school lunches corresponding to the special diet menu will be provided once the area manager has given the completed consent slip and the special diet menu to the kitchen manager).

PLEASE NOTE THAT ANY SPECIAL DIET REFERRAL FORMS SUBMITTED WITHOUT SUPPORTING MEDICAL DOCUMENTATION CAN NOT BE PROCESSED.

Step 1

- Parent / Guardian informs school that their child has an allergy, intolerance and or medical condition.
- School provide the parent / guardian with the special diet referral form to be completed.

Step 2

- Completed special diet referral form is returned to the school along with colour photo of the child (to allow for identification of child at point of service) and supporting medical documentation (confirming the child's medical dietary requirements).

Step 3

- School reception staff will then pass a copy of the completed form with the photo to the school kitchen and a copy with the supporting medical documentation to the ISS Education Nutrition Team.

Step 4

- The Nutrition Team will asses the information provided and agree if the management of the childs' allergy, intolerance and / or medical condition is safely achievable.
- Where the requirements may be more complex the Nutrition Team will complete a risk assessment and discuss the requirements with the parents.

Step 5

- In the event that we cannot accommodate a request safely we will provide explicit reasons for this decision and will work with the school and parents to review other options to support an inclusive lunch time experience.

Step 6

- A special diet menu will be issued to the school to be passed onto the parent / guardian.
- The menu should be reviewed by the parent / guardian and they must complete the special diet consent slip and return this to the school.

Step 7

- Once the completed consent slip has been recieved by the ISS area manager they will pass a copy of the menu to the kitchen.
- Once the kitchen has a copy of the consent slip and menu then meals corresponding to the agreed special diet menu can then be served.