

UK&I Food Services Primary Education Dietary Safeguarding Policy

Date: 01/04/2024

PURPOSE

ISS Education menus are designed to cater for most of the school population. However, we know that some pupils have medical dietary requirements and need to be catered for individually. Medically based dietary requirements may be due to a food allergy, intolerance, or another medical condition e.g. coeliac disease, and we want to be able to support requests for such meals where it is safe for us to do so.

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 whether our meal provision will be suitable for their child and safely meet their medical dietary requirements.

SCOPE

This policy applies to the UK ISS Primary Education food business and governs the Dietary safeguarding of special diets for pupils in primary schools.

POLICY STATEMENT

At ISS Education, our priority is to safeguard the children who use our service and the staff who serve them, therefore, we have a robust policy and procedure in place that must be followed at all times.

At ISS Education our policy is that we will do everything we safely can to be able cater for as many pupils with special dietary requirements as possible. Where a pupil has an allergy / intolerance or medical condition that requires a special diet menu the UK&I Dietary Safeguarding Procedure must be followed, please refer to this for more information on the procedure.

In some circumstances it may not be possible to safely cater for a pupils dietary requirements. A particular example of this is when a child requires an EpiPen (or equivalent) and has allergies and/or intolerances that are outside those specified in EU allergen legislation. In a case such as this, we will complete a dietary safeguarding risk assessment to determine if we can safely provide a menu that will fulfil the child's requirements.

If your child has an allergy which is not one of the key 14 allergens prescribed under the Food Information Regulations 2014, it is possible the allergen may not be listed on ingredient lists or product specifications (as not required by law). Therefore, the allergen may unknowingly be present within an agreed special diet menu.

The ISS nutrition team will assess every special diet referral form submitted to determine if it is safe for the dietary requirements to be catered for in our service.

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Page 1 of 4

Doc Ref: ISS-1000-POL-2287

Version: 1

PEOPLE MAKE PLACES



Customer & Food Safety

Whilst ISS Education operates a robust and rigorous dietary safeguarding procedure, we are unable to guarantee that all risks associated with the compilation and creation of a special diet menu can be eliminated. All meals are prepared on site daily and we use a large variety of ingredients in the preparation of our meals. Due to the nature of our kitchens, it is not possible to completely remove the risk of cross-contamination.

Peanut & Tree Nut Allergies

Please refer to UK&I Primary Nut Policy for further information on how we can cater for pupils with a nut allergy / intolerance.

Crustacean, Mollusk & Kiwi Allergies

All ISS Education, primary school kitchens and recipes do not contain crustaceans, mollusks, kiwi, and derivatives of any of the aforementioned. 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 can 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 refer to the UK&I Nutritional Count Policy

Modified Texture Meals

If your child requires soft mash or puree meals because of chewing difficulties, or any additional medical reason, then we can consider your request, based on your child's needs. Please refer to the UK&I MTM Primary Procedure for further information.

THE SPECIAL DIET REFERRAL & MENU

Compliance with the UK&I Dietary Safeguarding Policy & Procedure

Failure to comply with the UK&I Dietary Safeguarding Policy & Procedure will result in ISS Education being unable to cater for your child. ISS Education reserves the right to refuse to provide a special diet meal and/or menu if the procedure is not always adhered to in full. All children with an allergy, intolerance and / or medical condition must complete the dietary safeguarding procedure and have a special diet menu in place. ISS Education are unable to provide meals on an ad-hoc basis for pupils with dietary requirements.

Supporting Medical Documentation & Additional Information

Adjusting a child's diet should only be done under the guidance of a medical professional therefore, the ISS dietary safeguarding procedure requires that supporting medical documentation must be supplied with every special diet referral form that is submitted. In addition, ISS Policy is that any forms submitted without acceptable medical documentation will

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Page 2 of 4

Doc Ref: ISS-1000-POL-2287

Version: 1

be rejected.

Acceptable medical documentation should be from a professional medical source, such as, doctor, GP, Dietician, Nurse or another qualified NHS professional. Documentation from private commercial laboratory reactivity tests, school care plans and homeopathic documentation will not be accepted.

If the ISS Nutrition Team requires any further information regarding your child's dietary requirements, then they may contact you or school staff directly.

The Special Diet Menu

Whilst ISS Education endeavors to ensure as many varieties are available each day for every child, depending on their dietary requirements, we cannot guarantee the number of choices available on the special diet menu will match that of the standard school menu. The special diet menus created and issued will be based on one contractual menu, therefore there may be some dishes on the menu that do not match the main school menu.

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. This must be done at least one week in advance to allow for the ordering of products.

Temporary Meal Options

ISS Education offers a limited selection of temporary meals to ensure that children with dietary requirements 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 option.

RESTRICTIONS OF THIS POLICY

At ISS Education, our priority is to safeguard the children who use our service and the staff who serve them. We are a school catering business and not a dietetic and/or medical catering business. If you feel your child's dietary requirements are of high risk, where our catering services may be unsuitable and/or do not meet the needs of your child, then we would suggest making alternative catering arrangements.

ISS Education reserves the right to refuse to provide a meal if ISS Education feels unable to safely cater for the individual owing to the severity and/or complexity of the individual's medical dietary requirements.

DATA PROTECTION

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

CHANGE LOG

Date of Change	Author of Changes – Name and a Job Title	Short Summary of Changes
04.04.24	Charlotte Quick, Company Nutritionist	Version created for DMS