

Dietary Safeguarding Procedure September 2018: Primary Education

The following information explains the procedure by which our catering contractor, ISS Education, are able to cater for some primary pupils with medical dietary requirements. ISS Education's robust dietary safeguarding procedure is designed to not only safeguard children with medical conditions but also support the catering staff involved in the preparation and service of the lunch time meals. Medically based dietary requirements may be due to food allergy, food intolerance and, or other medical conditions, e.g., coeliac disease. ISS Education also provide carbohydrate and fat count menus for other medical requirements.¹

Food Allergy

To see if ISS Education are able to cater for the dietary needs of your child, please refer to the table below:

	Covered by FIC 14 EU Allergens*	NOT Covered by FIC 14 EU Allergens*
EpiPen® (or equivalent) Use	Yes	No**
NO EpiPen® (or equivalent) Use	Yes	Yes

* EU FIC 14 Key Allergens : Cereals containing gluten; crustaceans; eggs; fish; peanuts; soybeans; milk; nuts; celery; mustard; sesame; sulphur dioxide & sulphites; lupin, and; molluscs.

** ISS Education regret they are unable to cater for any pupil who is a registered EpiPen® (or equivalent) user and has allergies to allergens which are not covered by the EU FIC legislation*.

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 the aforementioned.² If your child has a nut allergy, please complete a dietary safeguarding referral form. If your child has a nut allergy only (i.e., no additional medical dietary requirements), then upon consent to the information as given in the primary ISS Education September 2018 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 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.

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.

Data Protection

We confirm that you and your child's personal data provided on both the dietary safeguarding referral form and consent slip will be collected, used and stored by the school in order to allow our catering contractor, ISS Education, to provide your child with suitable and safe school meals. Please see our website for our Privacy Notice which confirm further details about how we collect, use and store you and your child's personal data. In addition, ISS Education are committed to protecting your privacy and will handle your personal information in accordance with the UK ISS Group Privacy Statement and in accordance with our obligations under the current UK legislation on processing personal data, the Data Protection Act 1998 as well as the principles of the EU General Data Protection Regulation (25 May 2018). Please follow the link for a copy of the UK ISS Group privacy statement <https://www.uk.issworld.com/privacy-and-cookies/iss-uk-privacy-statement>. All information will be held strictly confidential and will not be shared with any third parties.

¹ The dietary safeguarding procedure does not cover your child if they have alternative dietary requirements owing to religious or personal choices, e.g., vegan. Please ask your school reception staff for information on ISS Education's Personal Choice Meals.

² Please refer to the ISS Education September 2018 Nut Policy for further information.

The Dietary Safeguarding Referral Procedure

1. Clearly complete parts A and B of the dietary safeguarding referral form (available from your school reception staff), attaching a colour photo of your child to part B of the form. The photo will be used only by the kitchen manager at the point of service to clearly identify each individual child with medical dietary requirements.
2. Return the completed form and supporting medical evidence (confirming your child's medical dietary requirements) to the staff at your school reception.
3. School reception staff may scan part A of the referral form plus the supporting medical documentation to nutrition@uk.issworld.com alternatively they may be sent by **FAX: 0871 429 4180** or **POST: ISS Education Nutritionist, ISS UK, Velocity 1, Brooklands Drive, Weybridge, Surrey KT13 0SL**.
4. Part B of the referral form (with the photo of your child) must be passed to the kitchen manager.
5. The completed dietary safeguarding menu will be issued to the school reception staff for you attention within 3 weeks of the ISS Education Nutritionist receiving the dietary safeguarding referral form and supporting medical documentation (any forms received without supporting medical documentation will not be processed).
6. When you receive your child's dietary safeguarding menu from the school reception staff, please review the menu (and the ISS Education September 2018 Nut Policy if your child has an additional nut allergy) and complete the enclosed [Dietary Safeguarding Consent Slip](#).
7. Once complete, please return it to the school reception staff, who in turn will pass it to the ISS Education area manager. School lunches corresponding to the dietary safeguarding menu will be provided once the area manager has given the completed consent slip and the special diet menu to the kitchen manager.
8. 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.

The Dietary Safeguarding Menu

The dietary safeguarding menu created and issued for each individual child (dependant on their medical dietary requirements) will be based on a regional dietary safeguarding menu, separate from the main school menu. This core safeguarding menu has been introduced to streamline the procedure thus reducing risks associated around the preparation and service of the dietary safeguarding meals.^{3 4}

Renewal of a Dietary Safeguarding Menu

At the start of a menu change, e.g., at the start of a new academic year, all pupils registered with us will automatically receive a new dietary safeguarding menu. New menus will be issues as per the procedure above.

Changes to Medical Dietary Requirements

It is the responsibility of parents/guardians to inform school staff (who in turn will notify ISS Education), of any changes to a child's existing medical dietary requirements. Any changes to dietary requirements must be submitted in writing by school staff to nutrition@uk.issworld.com. Notification of any new allergies and, or intolerance a child may develop must be backed up with supporting medical documentation.

Cancellation of a Dietary Safeguarding Menu

If you child no longer requires a dietary safeguarding 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.

Temporary Meal Options

When a new term starts the situation may arise where a pupil requires a dietary safeguarding meal although they may not have a menu in place, as the dietary safeguarding referral procedure has not yet been completed. In these circumstances please refer to the temporary dietary safeguarding meal guide as held by the school reception staff.

³ Whilst ISS Education operate a robust and rigorous dietary safeguarding procedure we are unable to guarantee all risk associated with the compilation and creation of a dietary safeguarding meal can be eliminated. We use a large variety of ingredients in the preparation of our meals and due to the nature of our kitchens it is not possible to completely remove the risk of cross contamination. 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 that the allergen may not be listed on ingredients lists or product specifications (as not required in law) therefore, the allergen may unknowingly be present within the agreed dietary safeguarding menu. ISS Education is 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. At ISS Education our priority is to safeguard the children and the staff serving them.

⁴ ISS Education reserve the right to refuse to provide a dietary safeguarding meal and, or menu if ISS Education feel they are unable to safely cater for the individual owing to the severity and, or complexity of the individual's medical dietary requirements.

Failure to Comply with the Dietary Safeguarding Procedure

Failure to comply with the dietary safeguarding procedure will result in ISS Education being unable to cater for your child. ISS Education reserve the right to refuse to provide a dietary safeguarding meal and, or menu if the procedure is not adhered to in full at all times.

Additional Information

If the ISS Education Nutritionist requires further information regarding a child's dietary requirements then they may contact and, or meet with the parents/guardians, school staff or the kitchen manager directly. ISS Education area managers may also be invited to attend any meeting held.

Summary: Dietary Safeguarding Referral Process

Parent(s)/guardian(s) should request a copy of the dietary safeguarding referral form from the school reception staff.

- One form to be completed per child.
- Parent(s)/guardian(s) to Complete Part A.
- Parent(s)/guardian(s) to Complete Part B.
- Parent(s)/guardian(s) to attach a colour photo of the child to Part B.

Parent(s)/guardian(s) should return the completed forms to school reception staff

- Enclose supporting medical documentation (from your GP, dietician, paediatrician or school nurse) to confirm the child's medical dietary requirements.
- **Please note, any forms received without supporting medical documentation will not be processed.**

Upon receipt of the completed forms, school reception staff will....

- Pass Part A and supporting medical documentation to the ISS Education Nutritionist (Post: **ISS Education Nutritionist, ISS UK, Velocity 1, Brooklands Drive, Weybridge, Surrey KT13 0SL**; Fax: **0871 429 4180** or Email: nutrition@uk.issworld.com)
- Pass Part B to the kitchen manager.

Upon receipt of the completed referral form, the Nutritionist will....

- Create a dietary safeguarding menu for the child.
- Send the dietary safeguarding menu & consent slip to the ISS Education area manager.
- A dietary safeguarding referral will be completed (returned to the ISS Education area manager) within 3 weeks of the Nutritionist receiving the completed referral form and supporting medical documentation.

Upon receipt of the completed dietary safeguarding menu & consent slip the ISS Education area manager will....

- Send the cover letter, dietary safeguarding menu, consent form and nut policy (where required) to the school reception staff.
- The school reception staff will then pass all documents to the parent(s)/guardian(s) to review and consent to.

Upon receipt of the completed consent form, the school reception staff will....

- Return the completed and signed consent form to the ISS Education area manager.
- Parent(s)/guardian(s) may keep their copy of the dietary safeguarding menu for their records.

Upon receipt of the completed consent form the ISS Education area manager will....

- Pass the dietary safeguarding menu and completed consent form to the kitchen manager.
- Dietary safeguarding menus will not be implemented until the school cook has the dietary safeguarding menu, a completed (and signed) consent form and Part B of the referral form (with a colour photo of the child attached).