Policy for the Provision of Special Diets and Communication of Allergens

Customer Statement

If you suffer from a food allergy, intolerance or are ordering on behalf of an individual with an allergy or intolerance, our service is committed to providing the highest levels of food allergy provision for our customer.

Whilst we endeavour to reduce the risk of contamination, it is not possible for us to guarantee any food will be 100% allergen-free. Ingredient substitutions and omissions are accommodated where practical, but any changes should NOT be considered to have made the food allergen-free.

Our allergy information only covers the 14 named allergenic ingredients specified by the Food Information Regulations. Any dish described as 'allergen-free', for example gluten-free, refers to intentionally used ingredients as described in the ingredients information folder available for you to view on request.

If you have a food allergy or intolerance, please inform us when booking and on arrival.

Special diets

- Special diets are diets for people with a medically diagnosed requirement, not just a dislike of certain foods or food groups. It is our policy to provide a menu for individuals medically diagnosed with food allergies, food intolerances or a medical condition which affects eating requirements.
- It is our policy to safely provide special diets by operating rigorous food safety management checks, ensuring that the food provided by the centre is suitable for anyone with an allergy or food intolerance.

Coeliac diets

- We cannot guarantee 100% Gluten free, due to limitations in isolating specific preparation space. To ensure the highest standards of best practice:
    - Any preparation of gluten-free products is done before any other preparation continues in the kitchen.
    - All surfaces washed/sanitised before and after prep is done.
    - All foods clingfilmed and kept away from any flour-based foods.
- Packed lunches we use
    - either Warburtons bread rolls or Genius rolls.
    - We will make the fillings gluten free
    - Seabrooks crisps are provided (they stipulate they are gluten free on the packs).
- For breakfast we provide:
    - Sausage(pork)
    - Hash browns
    - Baked beans
    - We have a designated toaster for Gluten free products.
- For evening meals:
    - The fryer is used for gluten-free potato products only.
    - Helping keep the oil free from flour and any other impurities.

Halal Diets

- We see many diverse groups visit our centres. Having an acute awareness of dietary, cultural and religious beliefs are paramount to delivering high quality food service.
- To ensure that we meet religious beliefs of our customers, we can only provide a vegetarian menu for those with a halal diet. Our menus offer a range of Quorn, lentil, beans and vegetable-based recipes.

Roles and responsibilities

Parent/Guardian

- To inform school of their child's allergy or intolerance and provide supporting medical evidence relating to their child's condition. This can be provided as a letter from their GP or a consultant paediatrician, together with any information received from their dietician.
- To seek medical or dietetic advice if they consider their child to have a medical condition that affects eating requirements.

The School

- Make the office and catering staff at the centre aware of pupils and staff members who require a special diet or who have an allergy. Information to be provided to the centre 4 weeks in advance (2 weeks minimum).
- To ensure the office and catering staff at the centre are made aware of any relevant information that will assist in the provision of a suitable menu.
- Provide information, regarding the pupil's and staff members dietary needs, to any staff members who will be supporting the pupil.
- Provide a suitable level of supervision for pupils when lunches are selected and served so that the welfare of the pupil is safeguarded.
- Inform the office and catering staff at the centre of any absences so a meal is not prepared when not required.
- Any dish described as ‘allergen-free’, for example gluten-free, refers to intentionally used ingredients and only covers the 14 named allergenic ingredients specified by the Food Information Regulations.

House Manager & LOE Catering Staff

- To provide planned menus that cover one or more of the 14 identified allergens
- To follow LOE's policies and procedures with regards Allergens: To provide a suitable meal using the standard menu recipes, allergen table and special diet checklist provided.
- Check that the products delivered are the correct brands and have the correct ingredients in accordance with our current allergen information for the meals being produced.
- Display the appropriate signage and advise customers of where to access allergen information.
- To keep 'group information' records of special diets contained within a file in the kitchen to be accessible to all kitchen staff.

Allergens

Any dish described as ‘allergen-free’, for example gluten-free, refers to intentionally used ingredients and only covers the 14 named allergenic ingredients specified by the Food Information Regulations.

Allergen information shall be available and easily accessible to customers, in accordance with the Food Information Regulations (FIR) 2013, for all foods, for the following list of allergens:

Celery
Cereals containing gluten
Crustaceans
Eggs
Fish
Lupin
Milk
Molluscs
Mustard
Nuts
Peanuts
Sesame seeds
Soya
Sulphur dioxide/ Sulphates