ISS EDUCATION

Dietary Safeguarding Policy

January 2021: Primary Education

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.

The following information explains the process by which ISS Education is able to cater for pupils with medically based dietary requirements, which may be due to food allergy, intolerance and/or other medical conditions, e.g. coeliac disease.

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 whether or not our meal provision will be suitable for their child and safely meet their medical dietary requirements.

At ISS Education we will do everything we safely can to be able cater for as many pupils with special dietary requirements as possible, however, in some circumstances this may not be possible. 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. 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.

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.

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

All ISS Education primary school kitchens and recipes are free from nuts (peanuts and tree nuts) and derivatives of any of the aforementioned. 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 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 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.

The Special Diet Menu

The special diet menu created and issued for each individual child (dependent on their medical dietary requirements) will be based on one contractual menu. This will help to streamline the procedure, thus reducing risks associated with the preparation and service of special diet meals. ISS Education reserves the right to refuse to provide a special diet meal and/or menu 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.

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

Whilst ISS Education endeavours to ensure as much variety is 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 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, i.e. after the October half-term and Easter break for the majority of schools, all pupils registered with us will automatically be issued a new special diet menu for parent/guardian consent.

Changes to Dietary Requirements

It is the responsibility of parents and guardians to inform school staff (who in turn will notify ISS Education) immediately 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 intolerances a child develops must 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.

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 reserves the right to refuse to provide a special diet meal and/or menu if the procedure is not adhered to in full at all times. Special diet referrals received without up to date supporting medical documentation will not be processed.

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.

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 WILL NOT BE PROCESSED.