



FM005 Food Allergy/Intolerance(Pupil)

SCOPE AND PURPOSE:

The purpose of this procedure is to ensure that a consistent process is followed when a pupil at a school has a **defined allergy/intolerance**, which has been medically diagnosed, and the parent wishes the pupil to have school meals.

This procedure applies to:-

- All Hertfordshire Catering Limited Operational Staff in the Primary Sector.

and it is the responsibility of the Chief Executive Officer for ensuring that the procedure is correct, implemented, and amended when necessary

Process:-

To commence this process we must receive written instruction (letter/email) from a school to instruct us that there is a requirement. The following steps should then be followed:-

1. The parent/carer to obtain a letter from medical professional giving details of the allergy/intolerance and send to the relevant Contract Manager **BEFORE** the meeting. If a medical letter is not available the parent will be requested to sign a parent disclaimer. **(Appendix A)** It is beneficial to obtain the medical evidence before the meeting to enable the Food Development Team to collate correct information prior to the meeting.
2. The School to arrange a meeting between:-
 - Contract Manager
 - Head Teacher or school representative
 - Parent/Carer
 - Cook Manager
3. At the meeting the parent/carer will be required to verify the pupil's allergy/intolerance and provide medical evidence if he/she has not already done so, and agree to the conditions stated by Hertfordshire Catering Limited, (as a minimum those quoted in paragraph 4), **and only when all the criteria is reached with all relevant parties, will Hertfordshire Catering Limited provide a meal for the pupil.** Failure to provide medical evidence, or sign a parent disclaimer, may result in Hertfordshire Catering Limited being unable to feed the pupil. **The Contract Manager must ensure that each page of the menu is signed by the parent/carer. This applies to both paid and free school meal pupils.**

4. At the meeting discussions will take place and agreement reached covering the following:
 - The menu and what the pupil can eat and any back up information from the parent that is required.
 - Procedure to follow for the seriousness of the allergy/intolerance and whether or not the pupil will require additional support from a member of the school staff.
 - The process for providing an up to-date photograph of the pupil annually.
 - Responsibilities of each party (School, Parent/Carer and Hertfordshire Catering Limited) for catering provision throughout the school day.
5. As part of the meeting a discussion should take place regarding the support to be offered to the pupil. If the pupil is young (i.e. Nursery to year 3) then it would be advisable for a member of the school's staff or MSA to accompany the pupil when collecting their meal. This will depend on the seriousness of the allergy and the recommendation is that if the allergy is life threatening then there should **always** be a member of the school's staff or MSA accompanying the pupil.
6. HCL will provide the parent/carers with an appropriate menu. The parent /carer will then return to the Contract Manager the signed menus and AL3 form (**copy of AL3 form at Appendix A**). At each menu change, where possible the parent/carers will be provided with the new menu via email. If Hertfordshire Catering Limited has no correspondence from the parent/carers then Hertfordshire Catering Limited will continue to feed the pupil as per the new menu.
7. Copies of the menu for each pupil will be held at the relevant school (a copy in the school office and a copy in the Red Allergen Folder in the kitchen). A copy of all the paperwork should be forwarded to Hertfordshire Catering Limited's head office to be checked, agreed and signed by the Food Development Team and be held in a central file.
8. Once this has been agreed the parent will be asked to provide a photograph of the pupil (**minimum 6" x 4"**) which will be displayed in a prominent place within the kitchen. The photograph is to be updated annually whilst the pupil is having school meals.
NB: Photographs of pupils who require epipens should be mounted on red card.
9. If the allergy is life threatening the Cook Manager will be responsible for serving **the complete meal** to the pupil to ensure the pupil's menu is carefully followed and adhered to. This process will assist in the reduction of risk. However, if the Cook Manager is absent from the kitchen at any time the Mobile Cook Manager shall be responsible for serving the meal. All staff should be made aware of the details of the pupils with allergies in their school. Any temporary staff should be offered as much assistance as possible by the school's staff to identify pupils.
10. Where there are products that have been brought in frozen from a supplier, Cook Managers should seek guidance from their Contract Manager as to which products should be placed in a container within the freezer. The containers should be made up each week. All containers which hold the food the pupil can eat, should be clearly marked with the pupil's name and date, and relevant batch numbers.

11. If the parent provides dry ingredients to be used for the pupil these should also be kept separate and clearly labelled in the larder. **High risk ingredients that require temperature control cannot be accepted from parents.**
12. Any change to the pupil's diet due to changes to the allergy should be communicated in writing by the parent/carer as soon as possible after the change has taken place, together with any additional GP information/letters, to the School and the Cook Manager who, in turn, will notify the Contract Manager
13. In October of each year the Cook Manager in every school will complete AL4 Form (at **Appendix B**) to collect data relating to pupils with an allergy/food intolerance who require a school meal. This will ensure that our records are up to date. One copy of the AL4 form should be sent to the Contract Manager and one copy retained in the Red Allergen Folder held in the school kitchen
14. **Please be aware that there is always a risk that traces of allergens may be transferred to items from our menu during processing, storage or preparation in our kitchens. For these reasons Hertfordshire Catering Limited is unable to guarantee that any item on our menu is free from traces of allergens.**
15. **Hertfordshire Catering Limited reserves the right not to feed a child if it is considered the risk is too great, or it has too greater impact on the workload of the catering staff.**



Approved and Signed by: Chief Executive Officer HCL Board

Sign off date: 1 December 2013

Review date: December 2014