



Meeting the needs of pupils/ staff who have food allergies and/or intolerances

Special diets are a very important part of our catering provision in schools. Allergen procedures are essential to ensure that the needs of individual students can be safely met. To ensure we offer the best possible service to our students and staff, Mellors Catering Services have individual care plans in place for all pupils and staff members who have an allergy or intolerance.

In an education site particularly, with students being classed in the 'vulnerable' category (under 18). We have a care plan in place for each student/ teacher who has a Food Allergy to ensure that there are a variety of meals available throughout the week to meet their individual needs.

Due to the nature of our catering business and that we are a loose, fresh food provider, our company Nutritionist has produced our documentation through consultation with the Food Standards Agency and our Trading Standards regulator.

Our education sites have a captive audience of customers, so with that in mind we wanted to offer a more extensive level of support than the tick sheet matrix of dishes or menu labelling. The policy we have means we create a bespoke menu for each customer with a food allergen and utilise our suppliers for allergen free foods to support the menu that is put in place.

For the majority of our students the dining room is the only place they are able to purchase food when they enter school premises for the duration of the day, with this in mind we have to ensure that there nutritional needs are met. Having a menu that is descriptive with allergens, limits the amounts of foods available to these pupils. For example if a child has an egg allergy there may be a day where only fresh fruit is available as all of the dishes on that day contain egg.

The below example, demonstrates a student's care plan that is currently in operation. Each care plan is built specifically for the customers' needs and updated at each menu change, approximately twice per year in a secondary environment and then inclusive of any special events or theme days.

Seafood Allergy (Vegetarian)		Sarah Worthington				
Week one	Monday	Tuesday	Wednesday	Thursday	Friday	
Main Meal (Vegetarian) Please note: Seafood Allergy	Quorn and vegetable paella	Macaroni cheese with herby bread wedge	Vegetable sausage with creamy mash	Cheese and sweet potato pie	Veggie burger in a bun with chips	
Jacket potato choice	Jacket potato with cheese or beans served with fresh crisp salad	Jacket potato with cheese or beans served with fresh crisp salad	Jacket potato with cheese or beans served with fresh crisp salad	Jacket potato with cheese or beans served with fresh crisp salad	Jacket potato with cheese or beans served with fresh crisp salad	
Dessert/ Fresh fruit/ yoghurt	Apple pie with custard Fresh fruit/ yoghurt	Chocolate fudge cake with custard Fresh fruit/ yoghurt	Fresh fruit/ yoghurt	Fruit crumble with custard Fresh fruit/ yoghurt	Flapjack Fresh fruit/ yoghurt	
Week Two	Monday	Tuesday	Wednesday	Thursday	Friday	
Main Meal (Vegetarian) Please note: Seafood Allergy	Vegetable curry with rice	Cheese and onion quiche with bread wedge	Savoury quorn mince with roast potatoes	Cheese and tomato pizza	Vegetable burger in a bun with chips	
Jacket potato choice	Jacket potato with cheese or beans served with fresh crisp salad	Jacket potato with cheese or beans served with fresh crisp salad	Jacket potato with cheese or beans served with fresh crisp salad	Jacket potato with cheese or beans served with fresh crisp salad	Jacket potato with cheese or beans served with fresh crisp salad	
Dessert/ Fresh fruit/ yoghurt	Banana bread with custard Fresh fruit/ yoghurt	Marble sponge with custard Fresh fruit/ yoghurt	Mandarins with ice cream	Chocolate whip Fresh fruit/ yoghurt	Apple Flapjack Fresh fruit/ yoghurt	

School visitors and guests

As per the FSA guidance, we have a notification up at each service area and then a company policy to support. If you have a visitor to the school who has a food allergy, we are able to create a dish for them to meet their individual needs and we have a notification up in the dining room advising them to speak to the catering manager who is allergy trained and able to discuss the options with them.

Peace of mind for your pupils, staff and guests

With the allergy legislation change in 2014, Mellors Catering Services wants to give you peace of mind that all of our teams are fully trained and that your pupils, staff and guests are in safe hands.



The below matrix outlines our food allergy actions and gives a detailed account of the training we have in place:

Food Allergy Action	Who	When	Delivered By
Food allergy training: Legislation, company policy and best practice	All new catering managers and employees	Induction training at start of new contract/ prior to opening	Company Nutritionist
Food allergy briefing	Agency/ cover staff	Prior to starting work with Mellors/ before shift starts	Catering supervisor/ manager
Food allergy Training brief	All employees	Annually	Self-learning, authorised by area manager
Allergy aware notifications- Monday notification	Catering managers	Bi-monthly	Company Nutritionist
Allergy aware notification- Company newsletter (Round Robin)	All employees	Quarterly	Company Nutritionist
Parent Information Pack (education sites only)	Parents/ pupils/ students	New parent enquiries/ student enquiries	Catering supervisor/ manager pass copies to be held at school reception and passed to parents
Allergy aware customer notice	All allergy customers	Visible at all service points across site	Catering supervisor/ manager
Allergen procedure (kitchen)	All allergy customers	On-going	Catering manager/ area support manager

Religious diets and ethical requirements

A large number of ethnic minority groups now live in the UK, the largest being the Asian, African Caribbean and Jewish communities. Some of these groups follow lacto-vegetarian dishes (avoid meat, fish and eggs but eat milk/milk products); others follow diets in which certain foods are prohibited.

Religious group Food which may be avoided

Religious group	Food which may be avoided
Muslim	Pork, non-halal meat and chicken, shellfish.
Hindu	Meat (some eat lamb, chicken), fish (some eat white fish), eggs.
Sikh	Beef, pork (some vegetarian).
Jewish	Pork, meat that is not kosher and fish that is not kosher Meat and milk products must not be served at the same meal or cooked together.

However, even within an ethnic minority group, the types of food chosen can vary widely.

We endeavour to find out as much as possible about foods that are acceptable to our customer's to ensure that meals and menus conform to dietary laws.

On award of the contract we will look to see what the requirements are of our customers and ensure that we locally source the best produce. This includes HFA and HMC halal meat.

Our customers are our priority and Mellors are flexible to ensure we accommodate your needs.

Vegetarians

The term 'vegetarianism' can mean a variety of different things and the types of food restricted can vary enormously. Strictly speaking vegetarians don't eat meat or fish but this can vary on the individual and can broadly be divided into those who

- Avoid all meat, fish, eggs, dairy foods and anything derived from animals (vegan)
- Avoid all meat, fish, eggs but eat dairy food (lacto vegetarian)
- Avoid all meat, fish, dairy foods but eat eggs (ova vegetarian)
- Avoid all meat and fish but eat eggs and dairy food (lacto/ova vegetarian)
- Avoid all meat but eat fish, eggs and dairy food (pesco vegetarian)
- Avoid red meat and fish but eat poultry, eggs and dairy foods (pollo vegetarian)
- Avoid red meat but eat poultry, fish, eggs and dairy food (pesco-pollo vegetarian)

Such diets have become increasingly popular for a wide range of reasons, including morality, religion, taste and health. Whatever the reason, Mellors are committed to providing a range of options for all of our customers, so we can assure you that these requirements will be catered for. At least half of any salad bar provision would be suitable for both vegetarian and vegan diets, a hot vegetarian and vegan option will be available every day, wherever practical and our range of chilled deli items will cater for both diets as well.

In order to ensure that we provide a nutritious and healthy offer for our customers, we will ensure that an appropriate balance of protein, carbohydrate and vegetables is available in our vegetarian and vegan products. From contract commencement, our menus and product packaging will indicate where choices meet these requirements, and our customer communication training programme will be delivered to all of our on-site staff, ensuring they realise the importance of providing accurate information.