

February 2018

RE: Chartwells Special Diets

Dear Parent / Guardian,

Chartwells special diets is changing!

Special diets are an extremely important part of our catering provision and the safety of your child is our number one priority. We are constantly looking for new ways to ensure our special diet procedure remains robust, giving you reassurance that your child with medically required allergies or intolerances can eat safely with us.

As we continually review our special diet procedure and look for even more improvements we are delighted to introduce our new 'Chartwells Allergy Aware' menu.

"Chartwells Allergy Aware"

Our new 'Allergy aware' menu will replace any individual special diet menus previously created for any of the 14 EU allergens*. This means that any pupil with an allergy or intolerance to any of the 14 EU allergens* will be on the same menu.

However in order to offer menu variety some allergens may remain on this menu and we will highlight these on the menu **in blue**, where this allergen may be unsuitable for your child the alternative recipe shown on the menu will be served.

The "Allergy Aware" menu will be closely linked to our core menu in order to reduce segregation of your child from their friends.

Additional Allergens

We understand that some pupils have allergies or intolerances to individual ingredients (e.g. tomatoes) and in this instance our new 'Allergy Aware' menu would not be suitable. Instead the Chartwells Special Diet Team will continue to provide an individual special diet menu free from the unsuitable ingredient. Whilst we strive to cater to all special diet requests we do maintain the right to refuse any request we deem unsafe to cater for in our environment.

When?

The new way of working will be introduced from April 2018.

BENEFITS

- ✓ Improved safety for special diet pupils.
- ✓ Reduced risk of cross contamination.
- ✓ Reduced pressure on school kitchens.
- ✓ Improved alignment with main menu.
- ✓ Reduced segregation of special diet pupils from their peers.

For any questions please contact the Chartwells Special Diets Team
Chartwells.specialdiets@compass-group.co.uk

** 14 EU allergens include gluten, egg, milk, nut, molluscs, crustaceans, sesame, soya, sulphites, mustard, peanuts, celery, fish, and lupin.*

Chartwells Allergy Aware

FAQ

- **How do I request a special diet menu?**
Email Chartwells.specialdiets@compass-group.co.uk for a copy of the Chartwells Special Diet Request Form. This should be completed and returned with medical correspondence confirming the allergy/intolerance.
- **Why is medical correspondence required?**
Medical correspondence confirming the allergy is required to ensure ultimate safety of your child by providing complete transparency of their food allergies or intolerances between all parties involved. It also gives us an indication of tolerance levels and possible reactions to look out for.
- **Is the Allergy Aware menu suitable for my child?**
If your child has an allergy or intolerance to any of the 14 EU allergens* they will be provided with our 'Allergy Aware' menu as this is free from all of the 14 EU allergens* with any exceptions highlighted in blue on the menu.
- **My child has an allergy to an individual ingredient what menu do they use?**
If your child has an allergy /intolerance to an individual or combination of ingredients then we will provide an individual special diet menu free from the unsuitable ingredient(s). This process may take up to three weeks.
- **My child has an allergy to both EU allergens and individual ingredients what menu do they use?**
Chartwells will provide an individual special diet menu for any pupil with allergies to any of the EU allergens as well as individual ingredients. This process may take up to three weeks.
- **My child doesn't like something on the special diet menu what else can they eat?**
Our special diet menus will always offer an additional option each day of a jacket potato with a suitable topping. If neither the Dish of the Day or alternative option is suitable the pupil should be provided a packed lunch from home.
- **How do I get more information about special diets?**
Chartwells have a dedicated Special Diets Team you can contact them on the below email address
Chartwells.specialdiets@compass-group.co.uk

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