

FOUNDED IN 1997

HOLROYD HOWE

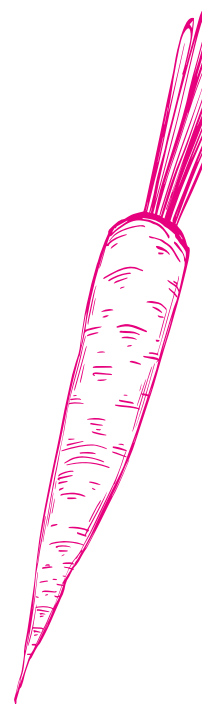
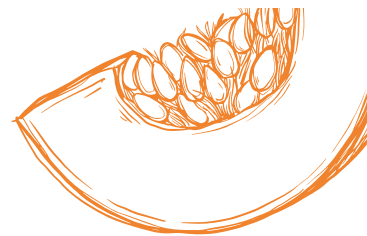
FEEDING INDEPENDENT MINDS

ALLERGY & INTOLERANCE *Management Guide*

In primary authority partnership
with Luton Borough Council

Luton

August 2024

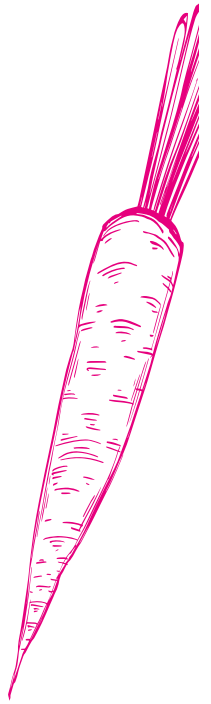
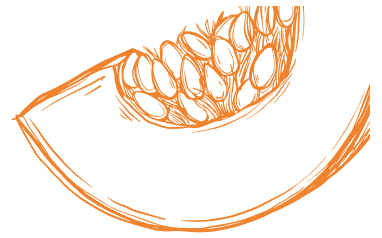




Contents



SECTION	TITLE	PAGE
1	Introduction	5
2	School Agreement	7
2.1	Responsibilities	7
2.2	Client Information	8
2.3	Client Meeting Form	10
3	Location Manager Acceptance	11
4	Team Member Acceptance	13
5	Responsibilities	15
5.1	Team Member Responsibilities	15
5.2	Allergy Champion Responsibilities	16
5.3	Location Manager Responsibilites	17
5.4	Operation Manager Responsibilities	18
6	Training Requirements	19
7	Managing Special Diets - Step by Step Guide	21
8	Plated Meals	25
9	Allergens Outside of the 14	27
10	Hospitality	29
11	Satellite Sites	31
12	Packed Lunches	33
13	Pre-packaged Food	35
14	Allergy Notices	39
15	Emergencies	41
16	Appendix	43





1. Introduction

The safety of the pupils that we cater to is Holroyd Howe's number one priority and a responsibility that we take very seriously. We recognise that there are an increasing number of people, particularly children, who suffer from food allergies and intolerances.

When providing a catering service, we all play an important part in ensuring that the food we serve is safe. Particularly in schools it is vital that every action we take and every decision we make is carefully thought through.

We will help you to make the right decisions by providing you with training and guidance. It is very important that you take this seriously and ensure that you fully understand the important part that you and your team play.

This Allergy and Intolerance Management guide has been developed and is regularly reviewed in line with any amendments to legislation and our practical experiences within the industry. The aim of this guide is to provide you with a clear approach to the proper management of allergies and intolerances and above all, to minimise the risk of an allergic/anaphylactic reaction to food served by our employees.

If for any reason you are unable to fulfil the requirements of this guide, then you must raise this with your Operations Manager as soon as possible and if necessary, in writing until it is resolved.

Holroyd Howe is committed to ensuring that:

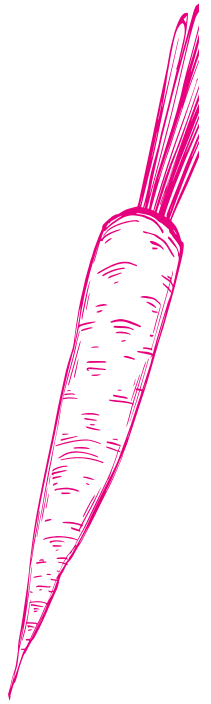
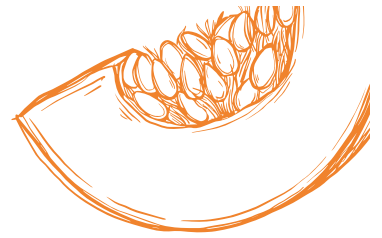
- There are clear and documented procedures for the management of allergies and intolerances.
- Each team member understands the importance of the role and responsibilities they hold with regards to allergy management.
- Adequate training is provided so that each team member is confident in the role they play.

Please read this guide carefully and ensure you and your team understand fully what is expected of you when it comes to managing allergies and intolerances within your Schools.

If you have any questions you should contact your Operations Manager in the first instance.

Best wishes,

Ian Thomas
Managing Director





2. School Agreement

To ensure the safe provision of special diets, cooperation is essential from the three key parties:

1. The Parent/Guardians
2. The School
3. Holroyd Howe



2.1 RESPONSIBILITIES

The Parent/Guardian

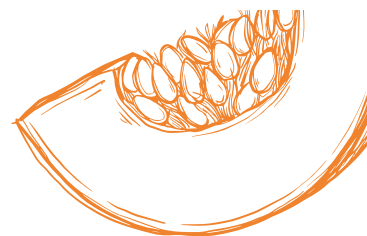
- Inform the school of their child's food allergy/ intolerance prior to the beginning of the school year (or as soon as possible) after diagnosis or symptoms.
- Provide a medical note to evidence the food allergy/intolerance (at the School's discretion)
- Any changes to pupil's allergy or intolerance information must be communicated to the school in writing as soon as possible.
- Provide the information required in a timely manner and when requested.
- Communication between stakeholders must be in writing and not just verbally provided.

The School

- Collect special diets information of pupils in their school with food allergies and intolerances.
- Share this information with Holroyd Howe for the purpose of menu planning.
- Keep allergen information up to date throughout the year and ensure Holroyd Howe always have the most up-to-date information.
- To ensure the school and catering team have consistent information, any updates of pupil allergy and intolerance information must go to the school first and then Holroyd Howe must be informed by the school in writing.
- Ensure there is a method of identification when pupils with an allergy or intolerance come through the dining room, for example a special diet lanyard. It is the school's responsibility to share this method with the catering team/catering contractors.
- Ensure school lunchtime assistants are adequately trained on special diets and allergen management.
- Inform Holroyd Howe of the pupils that have severe/multiple allergies and require a pre-plated meal.

Holroyd Howe

- Liaise with the school at the end of the preceding school year to obtain information on those pupils with food allergies and intolerances.
- Keep this information up to date throughout the year as and when the information is updated by the school.
- Inform the school if a parent contacts the catering team directly to update a pupil's allergy or intolerance information.
- Ensure all team members are adequately trained on allergen management.
- Provide a pre-plated meal to those pupils with severe/multiple allergies as requested by the school.
- Ensure that the catering team are trained on and use the School's chosen method for identifying pupils with allergies and special diets.
- Ensure that an Allergy Champion is available every service to provide allergy information to pupils.
- Provide accurate allergy information regarding the foods that are produced.
- Meet the requirements of the Food Information Regulations and future allergen legislation.



2.2 CLIENT INFORMATION

Before implementing this Allergy and Intolerance Management Guide, a meeting must take place with the School and the Operations Manager to outline the responsibilities of each party and agree on the methods of identification and plated meals.

Requesting Allergy and Intolerance Information

Prior to the start of each school year (or contract start date in new contracts), the Location Manager will request written confirmation from the school of the allergies and intolerances of the pupils that are being catered for by Holroyd Howe. The School is responsible for collecting this information from the parent/guardian of the pupil. The School will need to keep allergen information up to date throughout the year and ensure Holroyd Howe always have the most up-to-date data.

Holroyd Howe do not have a set template for collecting this information from the parent/guardian as Schools have various methods of collating this data, however, we can provide an example template should the school require one. The 14 EU defined allergens are highlighted in bold on ingredient labels and therefore to assist our team with providing accurate information, the pupil's allergy and intolerance information must be provided in a way that is clear and can be cross referenced with the allergy information on ingredient labels, e.g. 'milk' rather than 'dairy'.

In case of an emergency, it must be highlighted on the allergy information where a child has a life-threatening allergy and requires an EpiPen.

To ensure accurate information and to enable our teams focus on the pupils with allergies and intolerances it is strongly recommended that a medical note is provided by the parent/guardian to the School to evidence the food allergy/intolerance.

Communication

Communication of allergy and intolerance information must be in writing and not just verbally provided. It is important that the School and Holroyd Howe agree on the method of communication that will be used to update pupil allergy and intolerance information.

To ensure the school and catering team have consistent information, any updates of pupil allergy and intolerance information must go to the school first and then Holroyd Howe must be informed by the school in writing.

Allergens Outside of the 14

Schools are advised to undertake a risk assessment to determine whether the allergen or combination of allergens can be safely catered for in the School kitchen, a pre-plated meal may be required. The LACA Allergen Risk Assessment can be used for this purpose. It is strongly recommended that a medical note is provided by the parent/guardian to the School to evidence the food allergy/intolerance.





Plated Meals

Where a pupil's requirements are very complex (for example multiple allergies, severe allergies which have been medically diagnosed or medically diagnosed allergens that do not fall under the 14 listed allergens of the Food Information Regulations), it may be necessary to provide the pupil with a plated meal. The menu cycle for this pupil will be planned and a meal will be prepared in a separate area or at a separate time from the meals containing the pupil's allergens. The meal will be wrapped and labelled to protect it from cross-contamination and checked by two members of the catering team.

The Location Manager will request a list of the pupils that require a plated meal prior to the start of each school year. The School can request that a pupil is put onto plated meals at any time throughout the school year. This request must be made in writing.

In very rare cases, the School and/or Holroyd Howe may need to reject an application for a plated meal if a risk assessment indicates that food could not reasonably be produced which would be safe for a pupil.

Schools should undertake a risk assessment to evaluate the safety of a pupil with an airborne food allergy.

Cross Contamination

Whilst we can provide meals which do not include nominated allergens, we cannot guarantee that dishes do not contain traces of allergens, as they will be stored and prepared in the same areas as nominated allergens. There is a risk of cross contamination on display counters, particularly at self-service areas such as salad bars and dessert counters. It is recommended where a pupil is susceptible to trace allergens caused by cross contamination, that a meeting is arranged with the parent/guardian, School and Location Manager to discuss production methods and show them the kitchen and service areas. A plated meal may be required for this pupil.

Nuts and Peanuts

Holroyd Howe do not use tree nuts or peanuts in nursery, preparatory and senior school kitchens, however, we are unable to guarantee that dishes/products served are totally free from nuts/ nut derivatives, due to the use of precautionary allergy statements such as 'may contain' which are used by our suppliers.

Identification of Pupils with Allergies or Intolerances at the Point of Service

In order for us to identify which pupils have an allergy or intolerance at the point of service, the school must have a suitable method of identification, for example a special diet lanyard.

Photographs will not be accepted as the sole method of identification, as they cannot be relied upon due to the volume of pupils with allergy and intolerances. Often our team become familiar with and are able to identify pupils throughout each term however we cannot rely on this as a safety control for various reasons, including unfamiliarity with new pupils especially at the beginning of the school year and in case of our staff being away or off sick and replaced with other staff not familiar with pupils.

It is the school's responsibility to share the identification method with the catering team/catering contractors.





2.3 CLIENT MEETING FORM

Tick to confirm that you have discussed the following points with your client and Operations Manager:

- ☐ Responsibilities
- ☐ Requesting Allergy and Intolerance Information
- ☐ Communication
- ☐ Allergens Outside of the 14
- ☐ Plated Meals
- ☐ Cross Contamination
- ☐ Nuts
- ☐ Identification of Pupil's with Allergies or Intolerances at the Point of Service

My School's method of identification of pupils at the point of services is:

The method of communication that will be used to update pupil information is:

The pupils that require a plated meal are:

PUPIL NAME	FORM	DATE

If at any point the Location Manager has any concerns about the any of the points discussed at the meeting, this must be raised directly your Operations Manager as soon as possible and if necessary, in writing until it is resolved.

	NAME	JOB TITLE	SIGNATURE	DATE
CLIENT				
LOCATION MANAGER				
OPERATIONS MANAGER				





3. Location Manager Acceptance

The Location Manager must sign the below acceptance at the start of each term to confirm that:

- They are the person accountable for the implementation of the Allergy and Intolerance Management Guide.
- They have informed all team members of the School's chosen method for identifying pupils with allergies and intolerances.
- They confirm that all actions required within this policy have been carried out.
- They have read and understand their responsibilities listed in section 5.3.

YEAR 1

	NAME	SIGNATURE	DATE
AUTUMN TERM			
SPRING TERM			
SUMMER TERM			

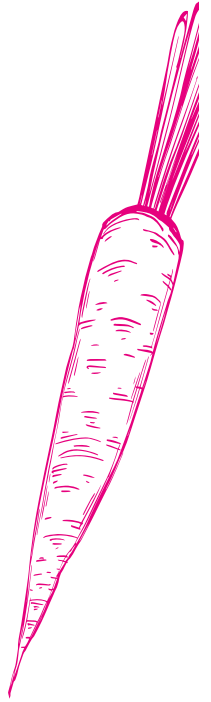
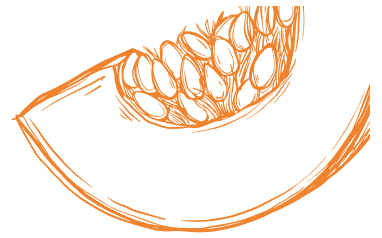
YEAR 2

	NAME	SIGNATURE	DATE
AUTUMN TERM			
SPRING TERM			
SUMMER TERM			

YEAR 3

	NAME	SIGNATURE	DATE
AUTUMN TERM			
SPRING TERM			
SUMMER TERM			

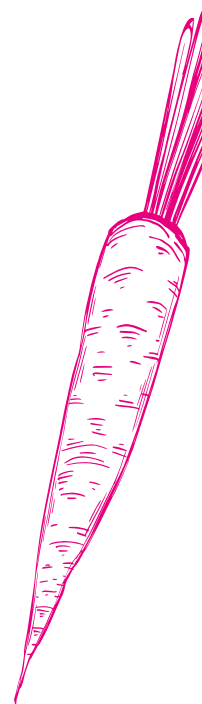
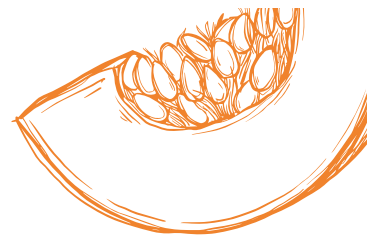






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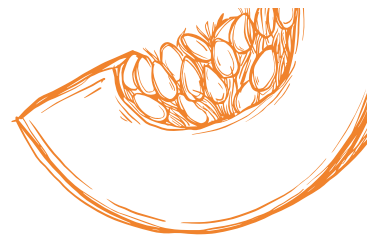
5. Responsibilities

5.1 TEAM MEMBER RESPONSIBILITIES

All team members must be aware of allergens within their work environment and aware of their responsibilities. The key areas of responsibility are as follows:

- Complete allergy management training as detailed in section 6.
- Ensure they are trained on and use the School's chosen method for identifying pupils with allergies and intolerances.
- Ensure they know who the Allergy Champions are for each service. This will be communicated during the Pre-Service Briefing, there will also be a list of Allergy Champions on the Emergency Procedures Poster that will be in the kitchen.
- Every food handler needs to know how to complete the Allergen Checker (FS13).
- Understand and follow the Managing Special Diets – Step by Step Guide section 7.
- Understand and follow the Plated Meals Procedure – section 8.
- Understand the importance of giving correct information to pupils and staff. They must never guess and refer all questions to an Allergy Champion.
- Team members must not bring in any food products from home that contain tree nuts or peanuts. Remember the rules also apply to gifts, birthdays, Christmas or appreciation chocolates are typical examples -Quality Street & Ferrero Rocher contain nuts!





5.2 ALLERGY CHAMPION RESPONSIBILITIES

The role of the Allergy Champion is to provide accurate information about the food to the pupil/customer. The key areas of responsibility are as follows:

- Ensuring they are trained on and use the School's chosen method for identifying pupils with allergies and special diets.
- Completing and checking the Allergen Checker (FS13).
- Completing and attending pre-service briefings.
- Completing and checking the Plated Meal Sheet.
- Providing accurate allergen and intolerance information using the Allergen Checker (FS13).
- Giving accurate information about cross-contamination and the ingredients contained within a certain dish when asked by a pupil or customer.
- If the Allergy Champion is unsure then they must get the Location Manager or Head Chef to deal with the request.
- Wearing the 'ASK ABOUT ALLERGENS' badge during service.



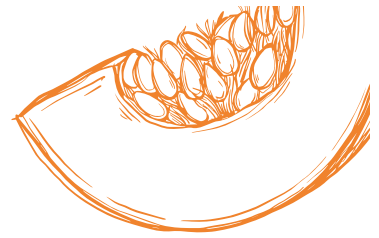


5.3 THE LOCATION MANAGER RESPONSIBILITIES

The Location Manager has overall responsibility for the implementation of the 'Allergy and Intolerance Management Guide'. The key areas of responsibility are as follows:

- To request written confirmation from the school of the allergies and intolerances of the pupils that are being catered for by Holroyd Howe. Allergy and intolerance information must be requested prior to the start of each school year (or contract start date in new contracts). The School are responsible for collecting this information from the parent/guardian of the pupil.
- The school must provide this information at the start of each school year and when new pupils start throughout a term. Any changes to this information must be provided to the Location Manager in writing.
- If the Location Manager has any concerns about the allergy or special dietary information provided by the school, this must be raised directly with the school and your Operations Manager as soon as possible and if necessary, in writing until it is resolved.
- Ensure that your team are trained on and use the School's chosen method for identifying pupils with allergies and special diets.
- If you are not confident of the school's method of identifying those pupils with allergens, then the Location Manager must immediately raise the concern with the School in writing and escalate the issue to their Operations Manager.
- Ensure you have at least 2 Allergy Champions per service within your team, including the Location Manager/Head Chef. This is to guarantee that in the absence of one team member, there is still trained personnel able to handle special dietary needs.
- When choosing the Allergy Champions, the Location Manager must be confident that that person is competent and able to provide accurate ingredient information to pupils and customers following the procedures set out in this guide. If the Location Manager has any doubts about the competency of an Allergy Champion, then they must remove them from the duty immediately and contact their Operations Manager.
- Ensure all team members are fully trained in allergy management as detailed in section 6.
- Ensure that all allergy incidents and near misses are reported immediately to your Operations Manager and recorded on the online accident reporting system.

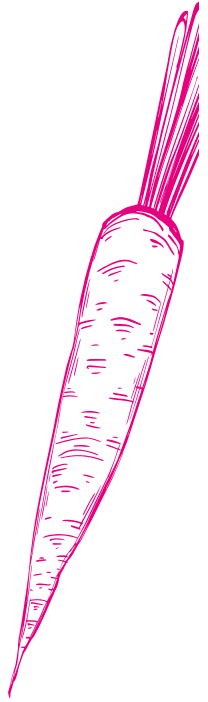




5.4 THE OPERATIONS MANAGER RESPONSIBILITIES

The key areas of responsibility are as follows:

- Ensuring that all sites have implemented the Allergy and Intolerance Management Guide.
- Supporting with the escalation of any issues that the staff have including the allergen information provided by the school or the method that the school uses to identify pupils. It is the Operations Manager's duty to work with the Location Manager and the School to find a resolution to the issue.
- In Schools where there is only one food handler, this employee must be a trained Allergy Champion. The Operations Manager must ensure a trained Allergy Champion is available to cover absence.





6. Training Requirements

All Team Members

The Location Manager must ensure that all team members complete the online Foundation Food Allergy Training before they start work or on their first day of joining and that they understand the procedures relevant to their new role.

The Location Manager must ensure that the Foundation Food Allergy Training is refreshed annually.

Allergy Champions

The Location Manager must ensure there are at least 2 Allergy Champions per service. This is to guarantee that in the absence of one team member, there is still trained personnel able to handle special dietary needs.

Before commencing their duties, the Allergy Champion must complete the online Allergy Champion Training session in addition to the Foundation Food Allergy Training and pass the test at the end of the training session.

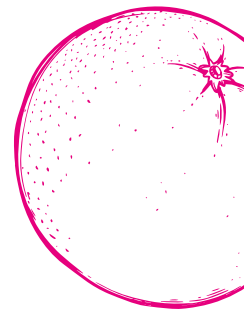
Once the training has been completed the 'Ask Me About Allergens' badge must be worn by the Allergy Champion during service so that the pupils can easily identify the 'Allergy Champion'.

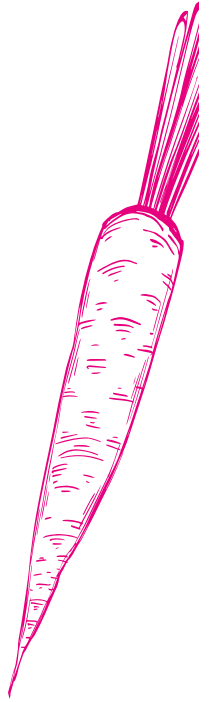
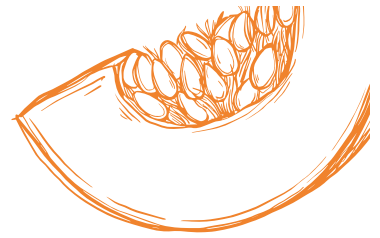
Location Managers and Executive/Head Chefs

All Location Managers and Executive/Head Chefs must complete the online Allergy Champion Training session in addition to the Foundation Food Allergy Training and pass the test at the end of the training session.

Operations Managers and Support Managers

All Operations Managers and Support Managers must complete the online Allergy Champion Training session in addition to the Foundation Food Allergy Training and pass the test at the end of the training session.







7. Managing Special Diets - Step By Step Guide

1. School Agreement

Before implementing the Allergy and Intolerance Management Guide, a meeting must take place with the Location Manager, the School and the Operations Manager. The client meeting form must be completed and signed.

2. Allergy Information and Identification

Prior to the start of each school year (or contract start date in new contracts), the Location Manager must request written confirmation from the school of the allergies and intolerances of the pupils that are being catered for by Holroyd Howe and those that require plated meals.

The School are responsible for collecting this information from the parent/guardian of the pupil.

The school must provide this information at the start of each school year and when new pupils start throughout the term. Any changes to this information must be provided to the Location Manager in writing.

In case of an emergency, it must be highlighted on the allergy information where a child has a life-threatening allergy and requires an EpiPen.

If the Location Manager has any concerns about the allergy or intolerance information provided by the school, this must be raised directly with the school and your Operations Manager as soon as possible and if necessary, in writing until it is resolved.

The Location Manager must ensure that the team are trained on and use the School's chosen method for identifying pupils with allergies and special diets.

If the Location Manager is not confident that the school's method of identifying those pupils with allergens, then the Location Manager must immediately raise the concern with the School in writing and escalate the issue to their Operations Manager.

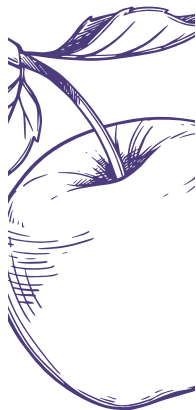
3. Menu Planning

Menus must be planned in advance using the pupil allergy and intolerance information provided by the School.

Only approved suppliers must be used with the exception of emergency cash purchases which can only be made from reputable supermarkets (E.g. Sainsbury's, Tesco, Waitrose, Asda, and Morrisons).

Holroyd Howe do not use tree nuts or peanuts in nursery, preparatory and senior school kitchens however, we are unable to guarantee that dishes/products served are totally free from nuts/ nut derivatives, due to the use of precautionary allergy statements such as 'may contain' which are used by our suppliers. If you are ordering food for a nursery, preparatory or senior school kitchen ensure that the purchase does not contain tree nuts or peanuts.





4. Delivery

Deliveries must be checked to make sure that what is delivered is what was ordered and ensure the relevant labelling information is visible on packaged goods.

Substitutions may happen due to stock shortages and different brands may have different ingredients. Be vigilant and always refer to ingredient information on the label – do not make any assumptions.

Check labelling to ensure that tree nuts and peanuts are not present in the ingredients. Particular attention should be given to processed goods, packet mixes and frozen foods. Reject any goods containing tree nuts or peanuts and inform your Operations Manager and Supply Chain, rejections must be recorded in the due diligence diary.

Check to ensure the packaging is intact and no potential contamination has occurred. Reject any goods where the packaging has been broken and record this in the due diligence diary.

5. Storage

Wherever possible ingredient labelling information must be retained with each product. Where it is not possible to keep the original packaging, the approved back of house label must be used. Back of house labels must also be applied to any dishes that have been prepared and are in storage.

FOOD NAME/BATCH CODE:		
OPENING DATE:	/ /	THIS ITEM CONTAINS/MAY CONTAIN (MC) THE FOLLOWING KEY ALLERGENS:
PREP DATE:	/ /	
FROZEN DATE:	/ /	
DEFROST DATE:	/ /	
USE BY DATE:	/ /	
PRINT NAME:		
☐ SESAME	☐ MILK	
☐ MOLLUSCS	☐ MUSTARD	
☐ FISH/FISH SAUCE	☐ LUPIN	
☐ SOYA / SOYBEANS	☐ SULPHITES	
☐ CELERY / CELERIAC	☐ PEANUTS	
☐ SHELLFISH / CRUSTACEANS	☐ TREE NUTS	
☐ EGGS	☐	
☐ NO KEY ALLERGENS	☐ GLUTEN	

The allergen information will be listed in bold on the supplier packaging. If the item that you have decanted or the dish you have prepared contains an allergen, then you must shade the relevant box on the back of house label.

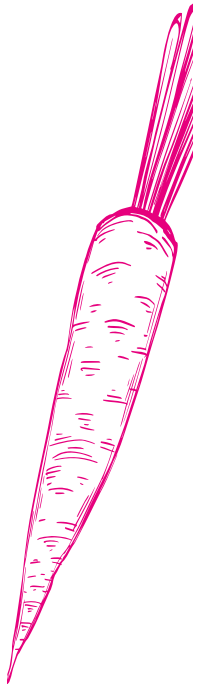
Suppliers will use precautionary allergy statements where there is a risk of cross contamination. Examples of precautionary allergy statements are; may contain, used in a factory that handles or contains traces of. If the supplier has used a precautionary allergy statement, then put MC into the relevant box.

The 'No Key Allergens' box is used when none of the 14 allergens are contained in the item/dish. This is to avoid the uncertainty of a blank label.

Ensure all stored food is suitably wrapped / enclosed in a sealed container to prevent cross-contamination with other foods when in storage.

Avoid topping up existing containers, food must be decanted into clean containers to prevent cross contamination.

Decanted food products must always be stored separately in individual closed containers with a secure lid. This is to minimise the risk of traces of food which contain allergens from contaminating other food products through improperly sealed containers or during transit from the dry store to the food preparation area.





6. Preparing the Food

Think Allergy! Care must be taken to avoid cross contamination at all times during food preparation.

Work surfaces and equipment must be cleaned thoroughly between preparations. Never use the same work surface, chopping board or utensil for different ingredients that are to be used in separate dishes without cleaning it thoroughly between tasks.



Ensure hands, utensils and cutlery are washed scrupulously after handling foods containing allergens. Food handlers must avoid touching other food types until they have finished a preparation task.

Follow a clean as you go policy to ensure all food spillage is cleared away quickly.

Single use disposable towels must be used to remove sanitiser to avoid cross-contamination from re-usable cloths.

Ensure equipment is washed after use to avoid cross contamination, examples include, tin openers, toasters, grills, pastry mixers and mandolins.

If you are cooking in oil, consider what food was previously cooked in the same oil (for example fish fingers or vegetarian sausages). Any allergens that have been previously cooked in the oil must be listed as MC on the FS13 allergen checker. The cooking oil must be changed when preparing a meal that must not contain a certain allergen.

Make sure probes and spoons are thoroughly cleaned and sanitised before each use.

7. FS13 Allergen Checker

The Allergen Checker (FS13) must be completed at the time of preparation by the person preparing the dish to show which allergens are contained within each product.

Remember, suppliers may have made substitutions, different brands may have different ingredients and ingredients change. Be vigilant and always refer to ingredient information on the label – do not make any assumptions when completing this document!

The FS13 is available to download from the Vine. The form can be completed by hand or on a computer then printed out ahead of service but do not change the formatting.

The FS13 is to be completed for every service and for all food items not sold in original manufacturer's packaging.

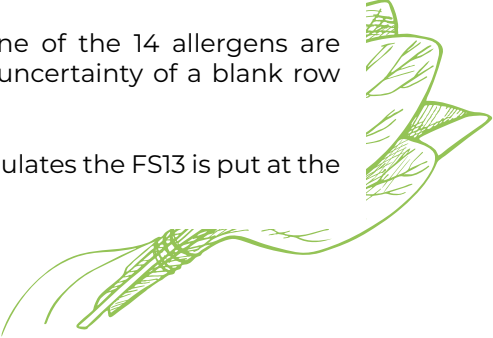
Record the name of every food item on the FS13, where gluten is identified, you will need to write what type of gluten is contained within the dish, for example, wheat, rye, barley, oats. All other allergens must be identified by shading the relevant boxes.

Place MC in the box to communicate all 'may contain' statements from ingredient labels.

The 'No 14 allergens listed' column is used when none of the 14 allergens are contained in the dish/menu item. This is to avoid the uncertainty of a blank row next to items such as salad leaves or broccoli.



The initials of the person who prepares the dish and populates the FS13 is put at the end of each row.



8. Pre-Service

A pre-service briefing must be held before all food service periods. The briefing must be carried out by a trained Allergy Champion.

The pre-service briefing consists of two parts:

PART 1

Senior chef handover with the Allergy Champion to ensure that the FS13 is:

- a) Available – tell the Allergy Champion where the FS13 will be during service.
- b) Legible – can the Allergy Champion easily understand the information?
- c) Complete – are all the dishes and accompaniments on offer included?
- d) Accurate – are all product descriptions correct and there are no missing allergens?

At the end of part one, the senior chef and the Allergy Champion sign the FS13 Allergen Checker. No changes must be made to the dish after this point, including the addition of any garnishes.

PART 2

Team briefing for all service staff to communicate:

- a) Identify the Allergy Champions and where they will be working.
- b) Details of any special arrangements – for example:
 - Where will the plated meals be served from? Who will be doing this?
 - Are there any specific allergies/dietary requirements that the team need to be aware of?
 - What are the vegetarian, vegan, halal options?
- c) The dish description to use for all the menu items
- d) Portion size for the age groups and how many servings are available.
- e) Taste – encourage the team to taste the food and understand the flavours and textures.

At the end of the briefing the Allergy Champion must remind the team to never guess and to refer all allergen requests to the Allergy Champions. The completion of the pre-service briefing must be signed off at this point on the FS13. If you are unable to hold the pre-service briefing in this format then speak to your Operations Manager.

9. Service Counters

Before service, ensure every dish on the counters has its own serving utensil and where possible, spares close by. Utensils must not be shared between dishes.

Ensure every salad bar dish and dessert has its own utensil and encourage staff to monitor that cross contamination of the utensils is not happening.

Think Allergy! Consider cross contamination on service counters, dessert counters and salad bars. There is a high risk of cross contamination in this area due to the volume of pupils.

10. Service

All team members must use the school's procedure for identifying pupils with allergies and intolerances. When a pupil is identified or a question is asked about the ingredients contained within the food, then they must be referred to the Allergy Champion.

Allergy Champions must wear the pink 'ASK ABOUT ALLERGENS' badge during service so that they are easily identified.

Allergy Champions must have access to the pupil allergy and intolerance information from the School and the FS13 allergen checker during service.

When the pupil or customer is identified to the Allergy Champion, they must answer any questions using the FS13 allergen checker.

The Allergy Champion must NEVER guess and must always refer to the FS13 allergen checker before answering a question.

If the Allergy Champion is unsure then they must get the Location Manager or Head Chef to deal with the request.



8. Plated Meals

The School will inform the Location Manager if there are any pupils with complex or severe allergies that require a plated meal. The decision has been made that a pre-plated meal is the safest way to minimise the risk to the pupil and therefore the following steps must be followed with no exceptions.

In addition to the controls outlined in the managing special diets – step by step guide, section 7, the following controls must be put into place when preparing a plated meal:

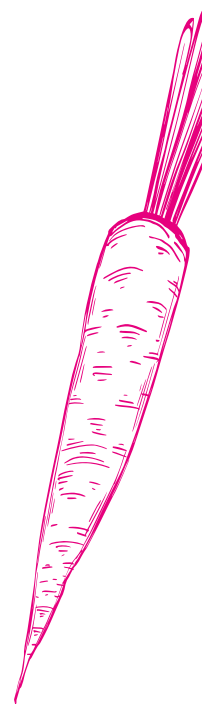
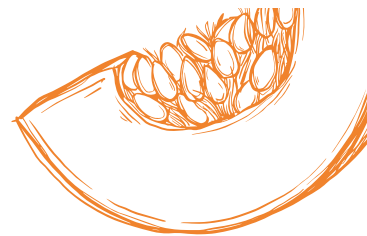
- Menu cycles must be planned in advance for all pupils who receive a plated meal.
- All equipment and work surfaces must be cleaned using the two-step cleaning method before preparing the food. These meals must be prepared at a different time or in a separate area from the meals that contain allergens (refer to Food Safety SOP: Cleaning and Disinfection for further guidance.)
- Team members producing a plated meal must ensure they effectively washed their hands prior to beginning the process and are wearing a disposable apron to prevent cross contact risks.
- Meals can be prepared in batches or individually but must be protected from cross contamination.
- Where the plates or containers are stored in hot cupboards, they must be covered with clingfilm or a lid and labelled with the pupil's name, the date and the dish. If the meal is uncovered and exposed to cross contamination, then it must be disposed of.
- Plated meals must be checked by at least two members of trained staff, one of whom must be an Allergy Champion. This information is recorded on the Plated Meal Sheet and must be retained as evidence of the food served.

The only person permitted to give verbal allergy advice and to communicate which allergens are present in dishes is the Allergy Champion.

It is for the child's safety that these procedures are in place. If a situation occurs where you are unable to follow this procedure, then please speak to you

Operations Manager who will then assist you.





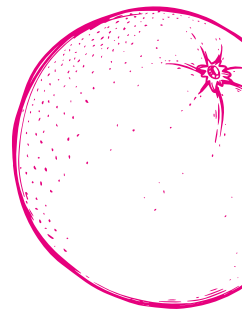
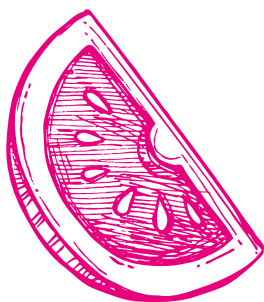


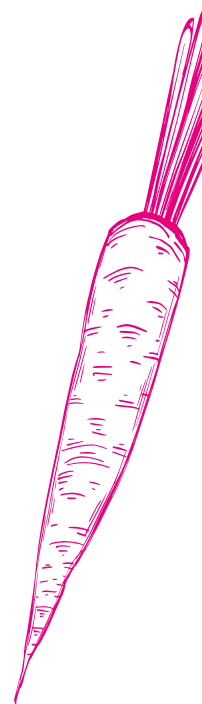
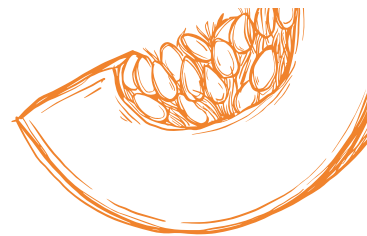
9. Allergens Outside of the 14

Allergens outside of the 14 EU defined allergens will not be highlighted in bold on the supplier ingredient lists. The name of the ingredient may also differ from the name of the allergen listed on the pupil's allergy notification form.

Schools are advised to undertake a risk assessment to determine whether the allergen or combination of allergens can be safely catered for in the school kitchen and whether a pre-plated meal may be required.

The LACA Allergen Risk Assessment can be used for this purpose. It is strongly recommended that a medical note is provided by the parent/ guardian to the School to evidence the food allergy/intolerance.







10. Hospitality

When hospitality is ordered, the Location Manager must arrange for the person booking the hospitality to be asked if any customers attending have any allergies or special dietary requirements.



If 'YES' separate food must be prepared for the customer and labelled separately. Refer to section 8.

An allergy notice must be on display at all hospitality events.

The FS13 Allergen Checker is to be completed for every service and for all food items not sold in original manufacturer's packaging, this includes all hospitality.

Communication is key, the customers attending the event will not be aware of our procedures and how we prepare the food, they might have questions about cross-contamination. Wherever possible, have an Allergy Champion present. If this is not possible then a tent card with the following declaration needs to be displayed explaining how the Allergy Champion can be contacted:

If you have special dietary requirements or allergies and want to know about the ingredients used, please contact a manager on phone number _____.

As a last resort, in situations where the food may be prepared for an 'out of hours' event and served to the customers while the catering unit is closed and there is no Allergy Champion available e.g. parents evening or post sporting events, the Out of Hours Hospitality Allergen Checker can be used.

The Out of Hours Hospitality Allergen Checker is available to download from the Vine and must be fully completed and displayed next to the food. It is important that the template in this document is used as it informs the customer that we use a wide range of ingredients within the dishes we prepare and as such there may be traces of various allergens present across our product range.

The Out of House Hospitality Allergen Checker must be:

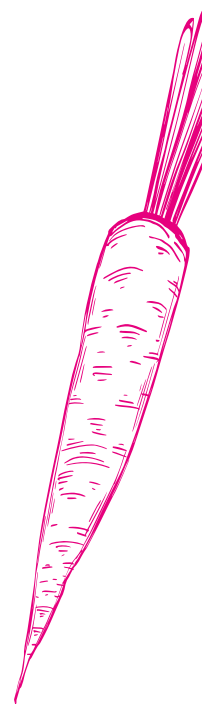
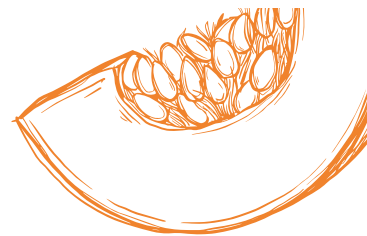
1. Completed for every out of hours hospitality event and for all food items not sold in original manufacturer's packaging.
2. Used to record the name of every item and mark (shade) in the boxes for every allergen contained in each dish.
3. Used to communicate a may contain statement from an ingredient label by placing M/C in the appropriate box.
4. Displayed in a prominent position for customers to refer to during the event.
5. Filed for twelve months after the hospitality event.

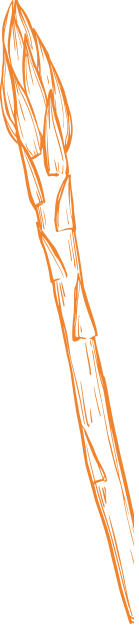
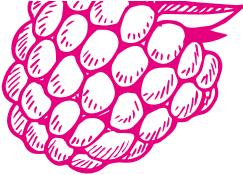
The team must ensure that no dishes are garnished or have ingredients added after the document has been completed.

Food must be accompanied by a form of menu or label that provides the 'point of sale' descriptions. Point of sale descriptions are critical and we must ensure every item/product/dish is described using the main ingredients. The dish description must be clear i.e. Cheese and Pickle Sandwich, Mozzarella and Sundried Tomato Quiche, Pumpkin Seed Flapjack with Cranberries.



It is the Location Manager's responsibility to ensure that the Out of Hours Allergen Checker (FS13) is completed for out of hours hospitality food items and that allergen information can be effectively communicated.





11. Satellite Sites

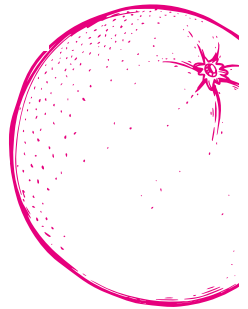
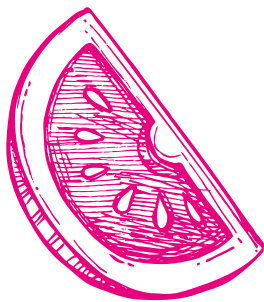
Satellite sites exist where food is prepared in the main kitchen and transported to another location. This food might be delivered and served by School staff or by Holroyd Howe team members.

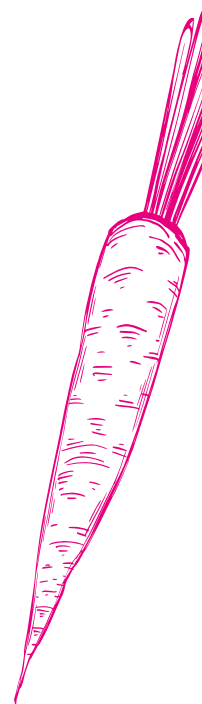
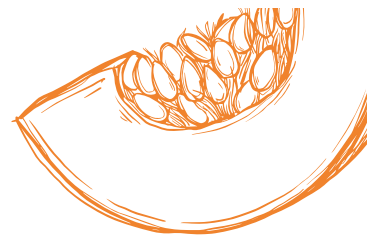
The Location Manager must request written confirmation from the school of the allergies and intolerances of the pupils that are being catered for in the satellite sites.

An allergy notice must be on display in all satellite sites.

Where the food is served by Holroyd Howe team members, at least one Allergy Champion must be present to deal with all requests and the controls in the Managing Special Diets – Step by Step Guide, section 7, must be implemented.

Where no Holroyd Howe team members are present and the School staff serve the food to the pupils, an FS13 Allergen Checker must be provided for every service and for all food items not sold in original manufacturer's packaging.





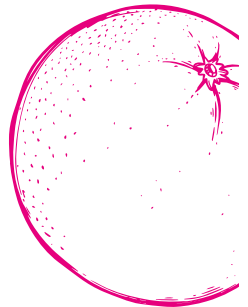
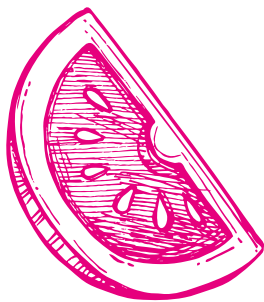


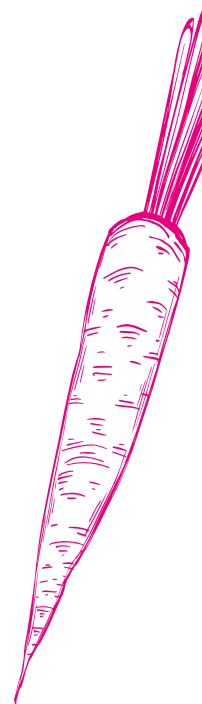
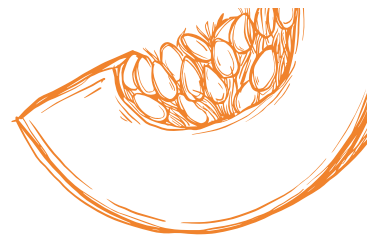
12. Packed Lunches

When packed lunches are ordered, the Location Manager must arrange for the person booking the packed lunches to be asked if any pupils requiring a packed lunch have any allergies or intolerances.

If 'YES' separate food must be prepared for the pupil and labelled separately.

The FS13 Allergen Checker is to be completed for every service and for all food items not sold in original manufacturer's packaging, this includes all packed lunches. The FS13 Allergen Checker must be handed to the School staff member collecting the packed lunches.







13. Pre-packed Food

It is a legal requirement for full ingredient labelling to be included on pre-packed products available for direct sale. These are often the 'Grab & Go' products in our schools. This legal requirement is commonly known as Natasha's Law.

This policy outlines the systems and controls that are implemented to safely manage this legal requirement.

Pre-packed food for direct sale means products that are:

1. Made on site, then
2. Put into packaging and
3. Served or sold to the final consumer

The packaging can enclose the food completely or partially, but if the contents cannot be altered without the packaging being opening or changed, then the food is pre-packed for direct sale.

Common examples within the business include.

- Boxed Sandwiches
- Boxed Salads
- Protein Pots (with a lid)
- Crudities in Pots (with a lid)
- Fruit Pots (with a lid)
- Yoghurt Pots (with a lid)
- Dessert Pots (with a lid)
- Home Bakes in Packaging

Products, such as build your own salad bars and dessert pots without lids, would not be pre-packed food for direct sale.

Holroyd Howe use a menu management and labelling system, called Nutritics, to support compliance with Natasha's Law. This system is linked directly to our suppliers and uses a 'live' database, which is updated if ingredients within recipe items change.

Training

All team members involved in producing pre-packed food must have up-to-date allergy and food safety training. This includes a specific pre-packed food module which is part of the Foundation Food Allergy Training. Completion of this training can be verified on the Knowledge Centre.

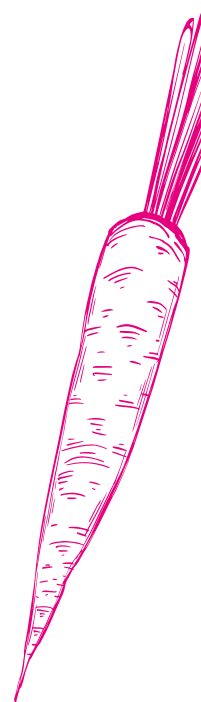
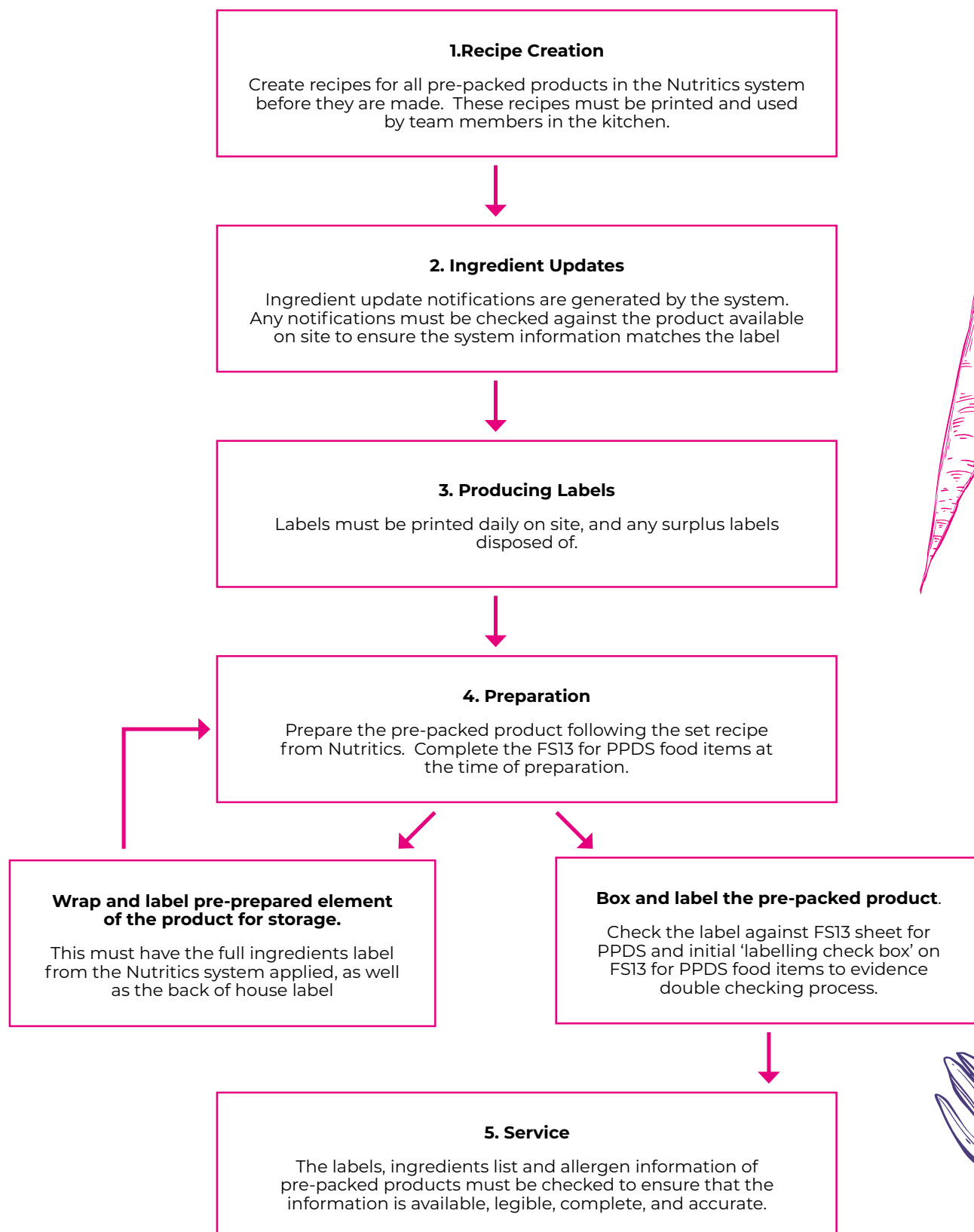
Anyone using Nutritics must be an Allergy Champion and complete the Nutritics webinar before using the system.





PRE-PACKED FOOD FOR DIRECT SALE - PROCESS FLOW CHART

Allergen training must be completed on the Knowledge Centre for all employees producing pre-packed food before any products are made.





PRE-PACKED FOOD FOR DIRECT SALE - STEP BY STEP GUIDE

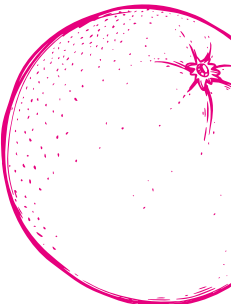


The following steps must be followed to produce any pre-packed products for direct sale.

1. Recipe Creation

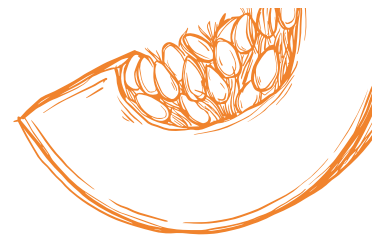
- The person creating the recipe in the Nutritics system must be an Allergy Champion and have completed their Nutritics training course.
 - Create recipes for all pre-packed products in the Nutritics system before they are made. The ingredients used must be selected from the live database.
 - This database includes ingredients from all Holroyd Howe suppliers, some you may not use. Make sure to check the product code and supplier of the ingredient in the recipe to ensure it matches the one you use.
 - It may be useful to put all recipes in a folder for easy access in the kitchen when these items are being prepared. Recipes must, however, be carefully managed. Recipes and supplier information can change and therefore the printed recipe may become out of date and require replacing in the kitchen.
 - Clear and accurate names must be used for the final product to identify the main ingredients used. This is to help customers make informed choices.
- 

2. Ingredient Updates

- If suppliers change their ingredient specification, a notification will be generated by Nutritics. This will flag the change within the individual ingredient and where it is used in a recipe. For example, if ingredients change in wholemeal bread, this will flag within the wholemeal bread item and where the bread is used in a sandwich recipe.
 - When a notification is received you must check the stock of the ingredient in your kitchen. If you are still using old stock, snooze the notification until the new stock arrives. This will ensure your labels and allergen information remain accurate until the new stock begins to be used.
 - Once the new stock is in use and the ingredient has been updated, a new recipe must be printed and all out of date recipes disposed of.
- 

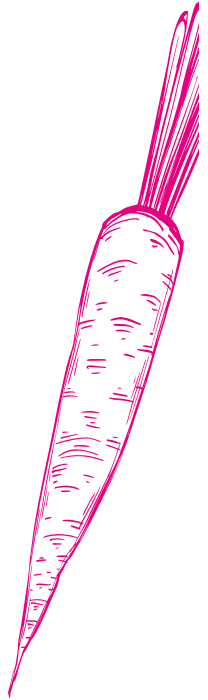
3. Producing Labels

- The system will generate full ingredient labels based on the items used to create the recipe.
 - The label must include the name of the food and a full ingredients list with allergenic ingredients emphasised every time they appear (e.g. in bold).
 - Labels must be printed on site and daily. This will ensure that any ingredient updates are captured. Only print as many labels as you need on the day the products are served, to avoid out of date recipe information being used. If there are any surplus labels, these must be disposed of.
- 



4. Preparation

- Only use ingredients listed in the planned recipe to produce pre-packed products for direct sale. Different brands use different recipes and substitutions would cause the final full recipe label from the system to be wrong. Be vigilant and always refer to ingredient information in the recipe – do not make any assumptions.
- Avoid having multiple brands of the same product on site (e.g., Bidfood mayonnaise and Hellman's mayonnaise).
- Some elements of pre-packed food may be made in advance (e.g. sandwich fillings). Where these are placed back into storage, they must have the full ingredients label from the Nutritics system applied, as well as the back of house label. This will clearly identify which pre-packed product it is to be used for.
- Only products with full manufacturers ingredient information or the full ingredient label from the Nutritics system must be used to prepare pre-packed products for direct sale.
- Each pre-packed product must be prepared, packaged, and labelled before preparation begins on the next item to minimise the risk of cross-contamination.
- An Allergen Checker (FS13 for PPDS food items) must be completed for all pre-packed products produced on site. The Allergen Checker (FS13) must be completed as detailed in this guide.
- When labelling the final pre-packed product, it must be double checked. A team member who did not prepare the food or create the label must check that the information on the Allergen Checker (FS13 for PPDS food items) is the same as the label for each product. They must then put their initials into the labelling check box on the Allergen Checker (FS13 for PPDS food items).



5. Service

- During the pre-service briefing, managers/supervisors must spot check some of the labels, ingredients list and allergen information of pre-packed products to ensure that the information is available, legible, complete, and accurate.
- Any incorrectly labelled products must be removed from service and further checks made on products on service.

Ordering Systems

Products that are pre-ordered before they are packaged do not require full ingredient labelling. This could apply to packed lunches or boarding house provisions. An Allergen Checker (FS13) must still be provided to detail allergens present in items not provided in original manufacturers packaging.



14. Allergy Notices



Main Allergy Notice

The Main Allergy Notice (If You Have a Specific Allergy Or Dietary Requirement, Please Let Us Know...) must be displayed in a prominent position in all service areas. This includes hospitality events and in all satellite sites. This is a legal requirement.



Self-Service Allergy Notice

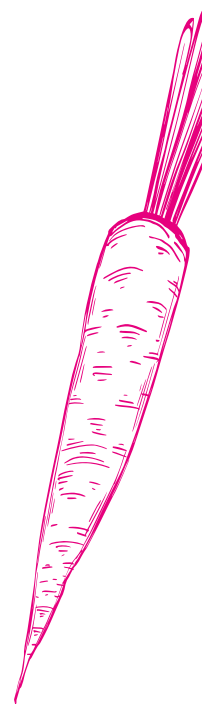
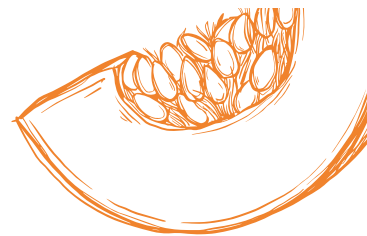
The Self-Service Allergy Notice must be displayed at all self-service areas. There is a high risk of cross contamination in these areas, this poster informs our pupils and customers to speak to a member of staff before using the self-service area.

A large, circular pink sticker with a dotted white border. The text inside is in white, bold, uppercase letters.

ASK ABOUT ALLERGENS

Large Allergy Stickers

Large 'ask about allergens' allergy stickers are to be displayed on the glass of serving counters and in chilled display cabinets. Research conducted by the Anaphylaxis Campaign revealed that 41 per cent of young people with food allergies or intolerances don't feel confident at all or only feel a little confident to ask serving staff for allergen information. These stickers are to prompt the pupils to ask about allergens.



15. Emergencies

The Emergency Procedures poster must be completed by the Location Manager and displayed in a prominent position in all catering areas.

The Location Manager must ensure that all team members understand what to do in an emergency, who the nominated adrenaline auto-injector holder is and how to contact them.

EMERGENCY Procedures

1. If a pupil displays symptoms of an allergic reaction or suddenly becomes seriously ill and collapses, in the first instance contact the nominated first aider. If, however, they cannot be contacted immediately call 999 and give the following information: "This is an emergency. A pupil has collapsed, and we believe they are suffering from anaphylaxis." (Pronounced anna-fill-axis) It is important that the pupil stays where they are and lays down. Moving or standing can make the allergic reactions worse.
2. Someone should wait at the entrance to the establishment to direct the ambulance crew to the patient.
3. Administer first aid if you have been trained. Stay with the person having the reaction and talk to them to try and keep them calm.
4. Remember, in severe cases of anaphylactic shock, death from contact with the wrong food can take place in less than 10 minutes. Immediate action is vital.
5. In most schools someone holds an Autoimmune Injector to administer to known allergy sufferers. Make staff aware of who this person is and how they may be contacted.
6. Once the pupil is in the care of a medically trained person, the food that is believed to have caused the reaction must be removed from service and isolated for further analysis.

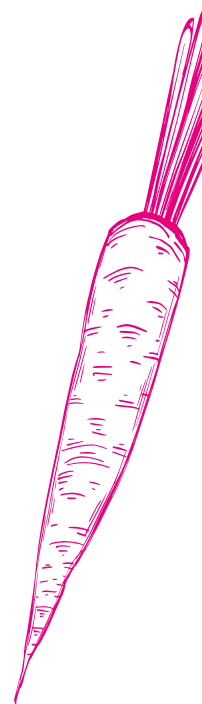
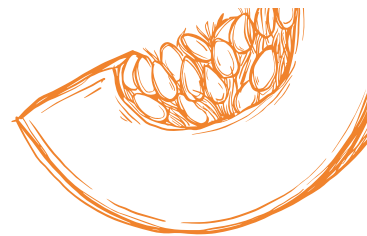
Ensure all catering staff are aware of the nominated first aider and how to contact them.

NOMINATED FIRST AIDERS	CONTACT DETAILS

THE ALLERGY CHAMPIONS AT MY LOCATION ARE:	

MANAGER NAME	MANAGER SIGNATURE	DATE

FOUNDED IN 1997
HOLROYD HOWE
FEEDING INDEPENDENT MINDS





16. Appendix

Emergency Procedures Poster

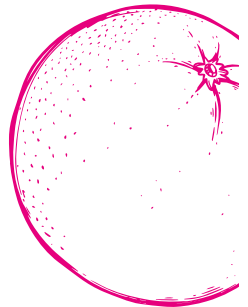
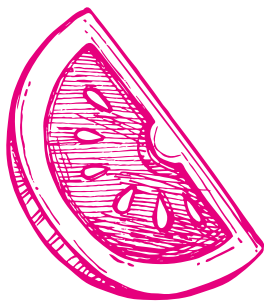
Main Allergy Notice

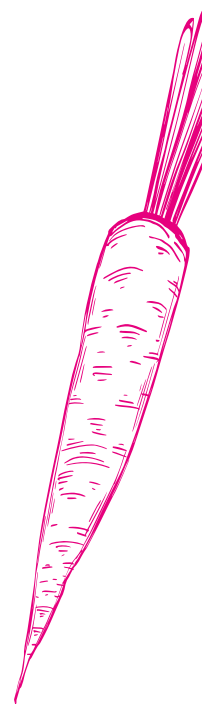
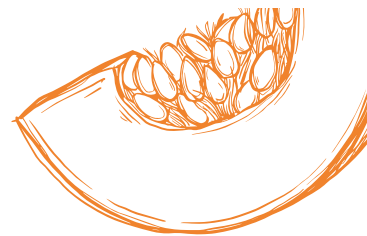
Self Service Allergy Notice

Allergen Checker (FS13)

Allergen Checker (FS13) for PPDS Food Items

Plated Meal Form







EMERGENCY *Procedures*

1. If a pupil displays symptoms of an allergic reaction or suddenly becomes seriously ill and collapses, in the first instance contact the nominated first aider. If, however, they cannot be contacted immediately call 999 and give the following information: "This is an emergency. A pupil has collapsed, and we believe they are suffering from anaphylaxis." (Pronounced anna-fill-axis) It is important that the pupil stays where they are and lays down. Moving or standing can make the allergic reactions worse.
2. Someone should wait at the entrance to the establishment to direct the ambulance crew to the patient.
3. Administer first aid if you have been trained. Stay with the person having the reaction and talk to them to try and keep them calm.
4. Remember, in severe cases of anaphylactic shock, death from contact with the wrong food can take place in less than 10 minutes. Immediate action is vital.
5. In most schools someone holds an Autoimmune Injector to administer to known allergy sufferers. Make staff aware of who this person is and how they may be contacted.
6. Once the pupil is in the care of a medically trained person, the food that is believed to have caused the reaction must be removed from service and isolated for further analysis.

Ensure all catering staff are aware of the nominated first aider and how to contact them.

NOMINATED FIRST AIDERS	CONTACT DETAILS

THE ALLERGY CHAMPIONS AT MY LOCATION ARE:	

MANAGER NAME	MANAGER SIGNATURE	DATE



FOUNDED IN 1997

HOLROYD HOWE
FEEDING INDEPENDENT MINDS





ASK ME
ABOUT
ALLERGENS

FOOD ALLERGY & INTOLERANCES

**IF YOU HAVE A FOOD ALLERGY
OR INTOLERANCE, PLEASE LET
US KNOW.**

If you have an allergy, please speak to a member of our team wearing a pink badge prior to choosing your meal.

Our trained staff would love to tell you what's in our food, the steps we take to avoid cross-contamination & help assist you with your choice.

Please note: we use a wide range of ingredients within the dishes we prepare. Our product range is produced using shared equipment in a busy environment where we regularly change our menus and recipes. If you have an allergy or intolerance, please ask our Allergy Champion every time you visit.

FOUNDED IN 1997

HOLROYD HOWE

FEEDING INDEPENDENT MINDS



ASK ME
ABOUT
ALLERGENS

Self Service

FOOD ALLERGY & INTOLERANCES

There is a risk of cross contamination in this self service area.

If you have an allergy, please speak to a member of our team wearing a pink badge prior to choosing your meal.

Please note: we use a wide range of ingredients within the dishes we prepare. Our product range is produced using shared equipment in a busy environment where we regularly change our menus and recipes. If you have an allergy or intolerance, please ask our Allergy Champion every time you visit.

FOUNDED IN 1997

HOLROYD HOWE

FEEDING INDEPENDENT MINDS

FS13 ALLERGEN CHECKER

This form must be completed in accordance with the Allergy and Intolerance Management Guide and filed for twelve months.

Location Name:		No 14 Allergens listed	Eggs	Sesame	Shellfish/Crustaceans	Molluscs	Milk	Fish	Mustard	Celery	Soya	Cereals Containing Gluten (*Insert type)	Sulphites	Lupin	Tree Nuts	Peanuts	Initials
Service Period:																	
Display Area:																	
Date:																	
Dish/Food Item												*					
												*					
												*					
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NO LISTED 14 ALLERGENS, i.e. none of the 14 allergens are contained in the dish/menu item																	
	Production Check: e.g. Senior Chef/ Manager							Service Check: Allergy Champion		Pre-Service Briefing Carried Out By:							
Print Name:																	
Signature:																	

*Insert type of cereal containing gluten. Even if the product is gluten free the cereal will be highlighted by the supplier and must be inserted into the box.

FS13 ALLERGEN CHECKER FOR PPDS FOOD ITEMS

This form must be completed in accordance with the Allergy and Intolerance Management Guide and filed for twelve months.

Location Name:		No 14 Allergens listed	Eggs	Sesame	Shellfish/Crustaceans	Molluscs	Milk	Fish	Mustard	Celery	Soya	Cereals Containing Gluten (*Insert type)	Sulphites	Lupin	Tree Nuts	Peanuts	Labelling Check	Initials
Service Period:																		
Display Area:																		
Date:																		
PPDS Food Item																		
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NO LISTED 14 ALLERGENS, i.e. none of the 14 allergens are contained in the dish/menu item																		
	Production Check: e.g. Senior Chef/ Manager	Service Check: Allergy Champion		Pre-Service Briefing Carried Out By:														
Print Name:																		
Signature:																		

*Insert type of cereal containing gluten. Even if the product is gluten free the cereal will be highlighted by the supplier and must be inserted into the box.

PLATED MEAL FORM

This form must be completed in accordance with the Allergy and Intolerance Management Guide and filed for 12 months.

Location				
Week Commencing		Page	/	
Meal to be checked by 2 appointed team members before being handed to pupil – one of these must be an Allergy Champion.				
Date	Pupil Name	Plated Meal Detail	1st Check	2nd Check
Manager/Head Chef Sign Off				
Date				