

## Food Intolerance

All references to Juniper within this document refer equally to Juniper Ventures Limited and Juniper Pursuits Limited

### Introduction

The safeguarding of the pupils Juniper serves meals to each day is paramount. Additionally, we are committed to supporting the provision of a balanced school meal with special dietary requirements whenever possible.





Following consultation with school leaders, this Food Intolerance Policy has been developed separately to an Allergen Policy to ensure those with intolerances are protected as much as possible. Food intolerances affect the digestive system and are usually uncomfortable but not dangerous.

It is the responsibility of the parent/carer to inform the school of their child's food intolerance prior to the beginning of the school term or as soon as possible after diagnosis or symptoms and to provide a medical note to evidence the food intolerance as soon as possible.

Schools will need to consider through their own policies, procedures and risk assessments how food intolerances for specific pupils can be avoided throughout the school day.

A food intolerance is when someone has difficulty digesting certain foods or ingredients in food. It is not usually serious, but eating the food that you are intolerant to can make you feel unwell. If someone has a food intolerance, it is usual to get symptoms a few hours after eating the food or ingredient to which they are intolerant. Common symptoms include diarrhoea, bloating, wind and stomach pain, but there are lots of other possible symptoms, including headache, feeling tired or exhausted, feeling sick, constipation, joint pain or rashes. It is not unusual for symptoms to last for a few hours or days.

The most common food intolerance is lactose intolerance. This is when the body is not able to digest lactose, a type of sugar mainly found in milk and dairy products such as cheese and yoghurts. However it is possible to be intolerant to any type of food or ingredient in food, such as:

-  gluten (wheat, rye and barley) – found in foods like bread and pasta;
-  histamine – found in foods like cheese;
-  caffeine – found in coffee, tea and some fizzy drinks;
-  sulphites – sometimes found in dried fruits, pickled foods, pre-made gravies and sauces, canned vegetables, condiments;



- salicylates – found in some fruits, vegetables, herbs and spices; and,
- monosodium glutamate (MSG) – found in ripened fruits, cured meats and savoury foods.

This policy and associated forms (Appendices FI1 - FI4) are essential to provide Juniper with the information required to support the process of ensuring that food intolerances are avoided as much as possible, working in conjunction with our Registered Dietitian. Risk is managed through a shared responsibility between Juniper, the school and the parent/ carer of the pupil. All schools are responsible for having their own protocols in place and supporting accompanying care plans which they are responsible for maintaining, reviewing and administering - this policy operates in addition to that process and confirms roles and responsibilities.

The establishment of effective risk management procedures minimises the threat to children, staff, and visitors from known trigger foods and ingredients. Central to this is a programme of training and awareness-raising sessions for all of Juniper's catering staff.

This policy applies to all primary, special educational needs and nursery aged children. For secondary school students with known food intolerances, secondary education provides a welcome opportunity to learn skills that help them take greater control over their diet. To support this transition, Juniper do not prepare bespoke Food Intolerance Menus for secondary age pupils, instead, our focus is on supporting pupils with medical dietary needs so that they can make safe choices. We do this by encouraging pupils to ask our teams about ingredients used in dishes offered.

For secondary pupils with extremely specific, complex food intolerances or for those who are not reasonably able to take responsibility for managing their diet themselves, parents can contact us and our Registered Dietitian will be happy to offer advice and assist on a case-by-case basis.

This policy excludes provision of Breakfast, After School Clubs, and Special Events. Additional referrals will need to be submitted for these meal events.

## Procedures and Controls

The Food Intolerance Diet Referral Form (Appendix FI1) must be completed by the School's Designated Person or another appropriate member of school staff and signed by the parent or carer of the pupil requesting the school meal.



Whilst documented evidence (from a medical professional) is always preferred, advice from parents/carers is also acceptable via the Food Intolerance Diet Information Form. This form and any medical evidence **must be** emailed by the school to [medical.diets@juniperventures.co.uk](mailto:medical.diets@juniperventures.co.uk) via the EGRESS encrypted email system.

Once the Food Intolerance Diet Information Form has been received, an individualised meal plan and menu will be created by our Registered Dietitian to meet the needs of the pupil. The Juniper Core Menu will be followed as much as possible. A meeting will take place between the school, Juniper and parent/carer if required.

Any pupil following medical evidence or symptoms of a food intolerance must wear a lanyard detailing their name, ideally their photo and details of their intolerance. Every effort will be made to ensure any food intolerances are avoided at all times however until an individualised menu has been agreed by parents/carers will need to consider if they would rather their child brings in a packed lunch from home.

A copy of the approved menu will be issued to the school who will in turn provide a copy to the parent/ carer for approval or review by completing the Food Intolerance Diet – Sign Off Form (Appendix FI2).

The sign off form must be emailed by the school to [medical.diets@juniperventures.co.uk](mailto:medical.diets@juniperventures.co.uk) via EGRESS encrypted email system. The Juniper Area Manager will then brief the Chef Manager of the agreed Food Intolerance Diet menu and agree a date for when this will become effective.

When the Juniper Core menu is updated (after Easter and the Autumn half term each year) the pupil's Food Intolerance Diet menu will automatically be reviewed and updated.

Due to an increasing demand for Food Intolerance Diet Menus, the lead time for new and adjusted referrals is 3-5 weeks if all appropriate information is provided. It will always be the intention of Juniper to attempt to provide an appropriate agreed menu in the shortest period possible.

Food Intolerance Diet referrals received after February Half term will only be processed for the Spring/Summer Menu.



Food Intolerance menu referrals received after September will only be processed for the Autumn/Winter Menu.

A Food Intolerance Menu will continue to be provided for future menu cycles until we receive confirmation that there is no longer a requirement. Juniper will not be responsible for gradual re-introduction of food groups.

Schools must complete Food Intolerance Update Form (Appendix F13) by mid-January for Spring/Summer menu and July for Autumn/ Winter menu.

Schools should try and ensure that new September starters with a Food Intolerance Diet requirement have supplied appropriate documentation by 1<sup>st</sup> July.

Parents/carers and schools must be aware that there may be occasions when it is not possible to provide an appropriate meal for a child due to their complex dietary needs and a packed lunch from home may be in the best interest of the child's safety.

Juniper will always use its best endeavours to reduce risk of cross contamination from food intolerances within the provision of Food Intolerance Diet Menus. It is not possible to guarantee that there will ever be incidents of accidental cross contamination from shared or external food. All schools should be aware of these risks and do everything possible to mitigate them.

## Nursery and Family Service

Schools and nurseries that adopt a family service are solely responsible for identification of pupils with food intolerances. The use of lanyards is recommended but the choice of their use belongs to the school or nursery senior management team.

## Lunchtime Service

Schools are responsible for identifying pupils with food intolerances by either accompanying them along the entire length of the counter for service (as recommended as best practice), including the salad bar and other self-service counters, or – and the preferred method, the child wearing a lanyard detailing their name and the food exclusion required.

For each pupil with a food intolerance a clear colour photo will be provided by the school and this should be kept with a copy of their Food Intolerance Menu in a secure place in the kitchen for all Juniper catering staff to refer to.



In the absence of a lanyard, pupils should be escorted to and along the entire length of the counter (including self-service areas) (as recommended as best practice) by a member of school staff.

## Roles and Responsibilities

### Juniper

- vetting and quality control of suppliers;
- liaison with schools and parents/carers;
- food intolerance training for all existing staff;
- provision of suitably qualified dietitian;
- development of Food Intolerance Diet menu;
- devising and reviewing a Food Intolerance Policy;
- inducting new staff, including those supplied by an agency, on the food intolerance awareness;
- reporting and investigating all near misses/incidents to prevent re-occurrence and future learning and policy review and liaising with school; and,
- raising any operational concerns with the school.

### School

- complete a Food Intolerance Diet referral form;
- develop a Risk Assessment for children with food intolerances;
- provide Health Care Plans to Juniper for each pupil impacted;
- provide a copy of the school's own Food Intolerance Policy to Juniper upon request;
- ensure care plans are updated and shared if any changes occur;
- report and investigate all near misses/incidents to prevent re-occurrence and liaise/cooperate with Juniper in any investigation;
- inform of and share a copy of Juniper's Food Intolerance Policy to parent/carer;
- act as intermediary between Juniper and parent/carer;
- the school is recognised as the data controller and Juniper will keep them informed of how Juniper uses any data and when it will be destroyed;
- ensure all forms are completed accurately;
- support the provision of appropriate medical/parental/carer evidence is provided to Juniper;
- share all documentation and supporting evidence with Juniper via EGRESS;
- update Juniper with food intolerance requirements prior to each menu cycle (Appendix FI3);



- update Juniper with September starters Food Intolerance documentation by 1<sup>st</sup> July each year;
- provide a lanyard to pupils with a Food Intolerance Diet menu detailing food exclusions or escort pupils along the entire length of the counter (including any self-service points);
- provide 5 clear days' notice for the requirement of packed lunches for school trips.

## Parent/Carer

- submission of Food Intolerance – Referral Form;
- submission of supporting medical/parental/carers evidence;
- submission of supporting medical/parental/carers evidence supporting the reintroduction of foods or ingredients to diet;
- provide suitable colour photo for Lanyard; and,
- provide a suitably healthy packed lunch if required.

Appendix FI4 illustrates the procedure for Food Intolerance referrals.

## Procedure

The Food Intolerance Referral Form (Appendix FI1) must be completed by the School's Designated Person or other appropriate member of school staff and signed by the parent or carer of the pupil requesting the school meal.

Documented evidence (from a medical professional/parent/carers) of the dietary requirement should be attached if available.

The following applies to the evidence provided:

- a Food Intolerance menu will continue to be provided for future menu cycles until we receive confirmation that there is no longer a requirement;
- Juniper will not be responsible for gradual re-introduction of food groups; and,
- Juniper will at all times use its best endeavours to reduce risk of cross contamination from other food and the like within the provision of food intolerances.

## Chef Manager Food Intolerance Procedure

### Identification of children

Schools should provide a lanyard detailing their name and the food exclusion required.



A colour photo must be provided to the Chef Manager and will be kept with the Food Intolerance Menu in a secure place.

If no lanyard is provided, then the school should escort the pupil along the entire length of the counter (including any self-service areas).

If at any time the Chef Manager or any member of Juniper staff are aware this policy is not being adhered to by the school, they must notify their Area Manager immediately.

### Pre – service briefing

- Chef Manager to hold pre-service food intolerance briefing to all staff before each meal service
- Chef Manager will go through each dish on the day's menu and identify which food intolerances may be present.

### Meal Service

- For a child with an agreed Food Intolerance Diet a member of Juniper staff will prepare the meal taking into account which foods to be avoided. A second member of staff should be identified in the case of absence.
- Dish to be checked and confirmed suitable by Chef Manager.
- Food Intolerance Menus exclude self service areas and so it is recommended that pupils are escorted to these areas e.g. salad bars, by school staff.
- If a pupil has been highlighted as having a food intolerance but does not have a Food Intolerance menu agreed, the information detailed on the lanyard being worn by the child must be reviewed and every effort made to avoid serving any dish which may contain their food intolerance/s.
- If a dish with a food intolerance is returned to the counter, the Chef Manager should supervise the reissue of a replacement meal.



Policy or Procedure Title	Food Intolerance
Date Adopted by Board of Directors	28 <sup>th</sup> June 2024
Date last reviewed by Managing Director	28 <sup>th</sup> June 2024
Signed Off By Managing Director	
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Reviewed by	Michael Hales
Owned by	David Mackness
Summary of changes from previous version	N/A
Signed Off by managing Director/Date	 28-06-2024

Attached

- Appendix FI1 – Food Intolerance Referral Form
- Appendix FI2 - Food Intolerance Sign Off Form
- Appendix FI3 – Food Intolerance Update Form
- Appendix FI4 - Food Intolerance Process



Pupil Reference : i.e. SCH123/Initials	
For Office Use	

School and pupil's details - <b>To be completed by the School's Designated Person</b>			
School attended by pupil			
Name and email of staff member completing this form	Name	Email	
Pupil Name			
Pupil Date of Birth		Pupil Class and Year	
Parent/Carer Name			
Parent/Carer Contact Details	Contact Details		
	Home	Work	Email
Details of Food Intolerance – <b>For completion by the School's Designated Person</b>			
State the Food Intolerance/s	Details		
	Date of Diagnosis		
Signatories			
School Contact Name			
School Contact Signature		Dated	
Medical Evidence of Food Intolerance Attached		Yes	No
Parent Carer/Signature		Dated	

Pupil Reference : i.e. SCH123/Initials

For Office Use

**School and pupil's details**

Pupil Name			
Pupil Date of Birth		Pupil Class and Year	
Parent/Carer Name			
Parent/Carer Contact Details	Contact Details		
	Home	Work	Email

**Acceptance and Agreement of Menu**

Food Intolerance Menu Accepted	Yes	No
If No, state reasons		
Is and additional meeting required?	Yes	No

**Signatories**

School Contact Name			
School Contact Signature		Dated	
Parent/Carer Name			
Parent Carer/Signature		Dated	
Juniper Contact Name			
Juniper Contact Signature		Dated	



Parent/carer advises School that pupil has a suspected food intolerance



Food Intolerance Referral Form 1FI is completed by School's designated Person



Whilst the referral is made, Juniper's Chef Manager will exclude food intolerances identified on the Pupil's lanyard



Juniper Dietitian produces bespoke menu based on evidence provided



Menu agreed and signed off by parent/carer and copy provided to Juniper's Chef Manager to follow