



Special Diet Procedure Guide

(v002)





Introduction

Here at The Pantry, special diets are a very important part of our service to our schools. We are dedicated to ensuring that every pupil has the opportunity to eat a school dinner if they want to regardless of any medical requirements they may have.

A special diet is a requirement of needing a different main menu choice due to an allergy. Lifestyle choices and more mild intolerances are not included in this category, we work hard to ensure that our main menu offers a variety of food to cater for these needs.

Our nutrition team are dedicated to supporting all special diet requests and queries you may have. They are on hand to lessen any concerns held and create a special diet menu solely for your child and their safety. They are available both before issuing a special diet menu and after it has been issued for any questions you may have and to support our catering teams with producing this menu safely.

For further information please contact our nutrition team on

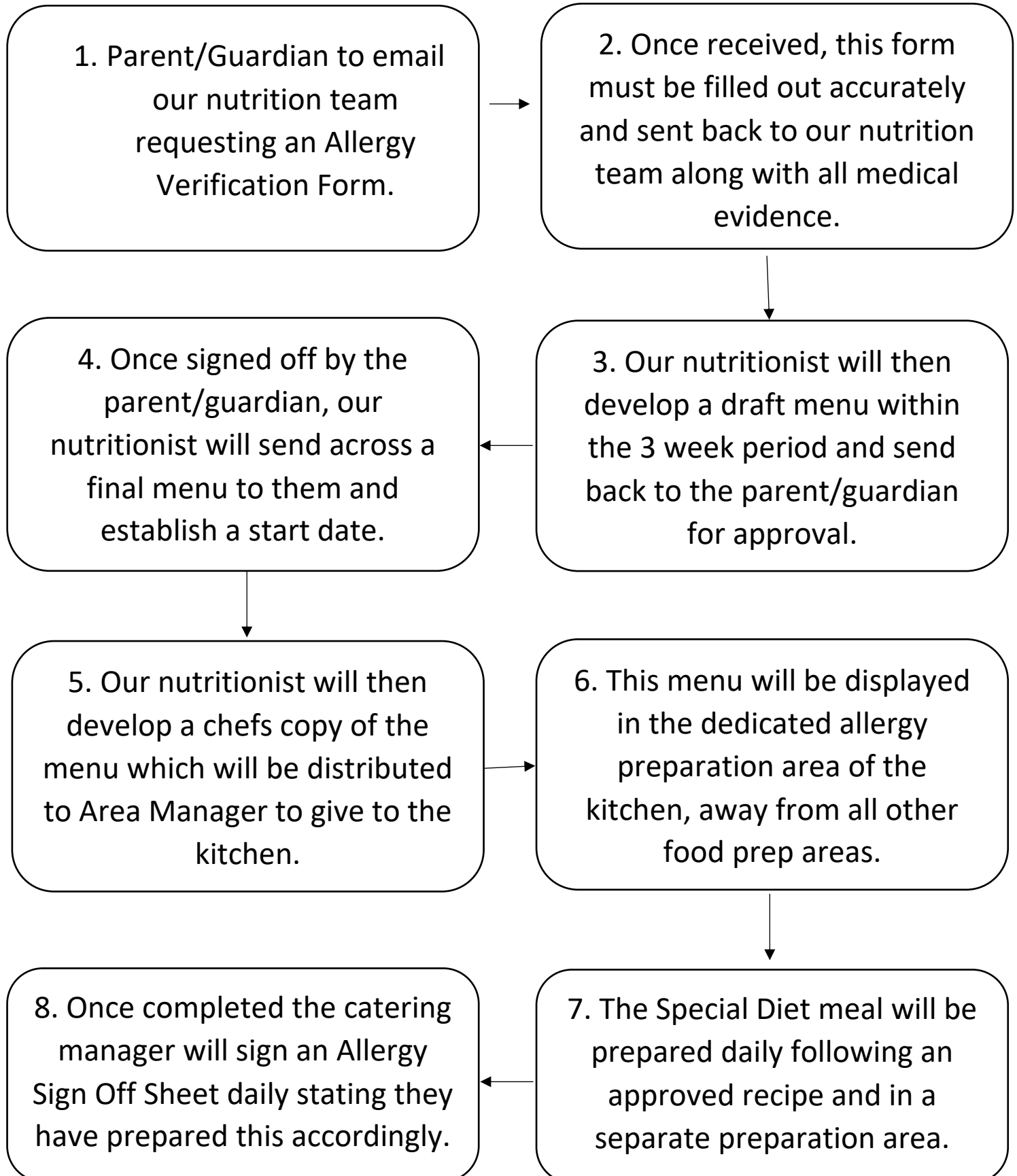
nutrition@thepantrycatering.co.uk

The Basics

Who Is Involved?	What Do You Need?	What Will You Receive?
Pantry Nutrition Team Parent/Guardian Pupil School Area Manager Catering Manager Catering Team	Allergy Verification Form Medical Evidence Pantry Nutrition Contact Details	Nutrition Team Support Special Diet Menu



The Process





Frequently Asked Questions

1) **Why is medical evidence required?**

Medical evidence confirming the allergy is required to ensure the ultimate safety of a child. We must know the full allergy as disclosed by a medical professional to provide a safe menu for all pupils that need one.

2) **What if I cannot provide medical evidence?**

If you cannot provide any medical evidence, The Pantry will not be able to proceed with a special diet menu. This is for the safety of the pupil. Allergies can still be managed using our ordering system, entering your child allergies.

3) **How long does the process take from start to finish?**

As soon as the medical evidence is provided there is a three week turn around to get the first menu draft sent across. From this point it will be dependent on the speed of response how quickly we can input a start date in the kitchen. In all we have a 6 week total target.

4) **What food will be provided during the turn around time?**

Whilst waiting for an approved special diet menu, the pupil can bring a packed lunch or a choice can be made through our system first selecting the allergies your child has. Should no online selection be made and no packed lunch given we will provide a plain jacket potato & vegetables.

5) **What if a pupil does not like a recipe on the special diet menu?**

Our special diet options are used across a number of our schools and their pupils, which means catering for individual dislikes is not something we can do safely. We do however try our hardest to keep a special diet menu as in line with our main menu as possible.

6) **If my child has a special diet do they need to have that meal every day?**

A special diet meal will only be prepared if you select an Allergy Agreed Meal option on our system. If you wish to send a packed lunch on a particular day then do not make any selections for that day and none will be provided. You will not be able to choose other meals on the menu if you have an Allergy Agreed Plan.