

Allergen Aware Menu

Frequently Asked Questions

1 How do I request a special diet menu?

You can download our Allergen Aware Registration Form from our website **www.norsegroup.co.uk** or you could email us for this information at **catering.admin@norsegroup.co.uk** alternatively your school will be able to provide you with a copy.

2 Why do I have to provide medical evidence or a health professional's signature?

Medical correspondence confirming the allergy is essential to ensure the safety of your child by providing full information of their allergies or intolerances between all parties involved in the production of your school meal. It also provides information regarding the severity of the allergy.

3 What is classed as medical evidence?

A care plan or recent letter written to you from your child's consultant, a dietitian or other health professional.

Alternatively, there is a section of our Allergen Aware Registration Form for a GP or health professional to sign.

4 Is the Allergen Aware Menu suitable for my child?

The Allergen Aware Menu has been created to be free from most of the top 14 legal allergens. If your child has one or more allergies or intolerances within the top 14, this is the menu we will provide. This means that any child registered with us with an allergy or intolerance to any of the top 14 allergens will be on the same menu.

If your child has allergies or intolerances to other ingredients that are outside of the top 14 allergens or have medical conditions that affect their diet, and our new Allergen Aware Menu would not be suitable. In this instance, we will provide a bespoke special diet menu free from the unsuitable ingredient(s).

It is important for Norse Catering to feed all children tasty and nutritious school lunches **as safely as possible**

NON-DAIRY | NON-EGG | NON-GLUTEN | NON-SOYA | NON-NUTS | NON-PEANUTS

NON-SESAME SEEDS | NON-CELERY | NON-MUSTARD | NON-LUPIN

NON-CRUSTACEANS | NON-MOLLUSCS





Allergen Aware Menu

Frequently Asked Questions

5 Why do you have one Allergen Aware Menu?

There are several reasons why we provide one Allergen Aware Menu:

- Improved safety for children
- More inclusive lunchtime experience
- Reduced risk of cross-contamination
- Reduced pressure on the kitchen team (especially in a school with multiple dietary requirements)
- Provides a more streamline process for school office
- Reassurance for parents or guardians

6 My child doesn't like something on the Allergen Aware Menu, what else can they eat?

The Allergen Aware Menu is closely aligned to the Primary School Main Menu so children who require it can feel safe and included with varied dishes. There are two or three choices daily. In addition, we are also pleased to offer schools an Allergen Aware Packed Lunch Menu (please check with your school if this is available).

7 How are special diets prepared?

We prepare and serve special diet meals using separate cooking and serving utensils to prevent cross-contamination. Our kitchen teams receive allergen aware training and ongoing refresher training.

8 Will my child have the opportunity to take part when their school holds a themed lunch?

Our promotions team create an Allergen Aware themed menu which is free of most of the top 14 legal allergens and is closely aligned to the standard themed lunch menu. Unfortunately, if your child has a bespoke special diet menu, we are unable to create a bespoke themed menu.

9 My child only wants a lunch on a theme day, what should I do?

We will still need to have the Allergen Aware Registration Form and supporting medical evidence completing even if your child only wants a themed menu. We would need the documentation at least two weeks prior to the theme day to process and inform the kitchen.

