



**Contract Catering
with Chartwells**

Chartwells Promise

Healthy Schools

Healthy Pupils






WE'RE HERE TO HELP

With at least 11 years of their life spent at school, Chartwells & school staff have a unique opportunity to influence pupil's health and wellbeing habits early on. 1 in 3 children leave primary school overweight or obese, and in secondary schools, physical activity levels drop, and nutritional guidance is less likely to be followed.

Read more to find out how!











What is Chartwells Promise?



-  Advise your school of the services available to you, through Chartwells.
-  Support your school in evidencing areas which meet the Department for Education's Healthy Schools Rating Scheme (HSRS) Criteria.
-  Support your pupils' health & wellbeing, through the food and education offer.



This document will contain evidence of the following:

-  1.1 The School's Caterer provides a healthy school lunch offer
-  1.2 The School and its Caterer will provide information on meals served outside of lunchtime
-  1.3 The School's Caterer meets Public Health England nutrient targets and falls in line with up to date nutrition criteria
-  1.4 The School's Caterer attains external recognition for school menus and achievements beyond the kitchen
-  1.5 The School and its Caterer manages allergens and medical diets safely
-  1.5a The School's Caterer will comply with the provision of food information to consumers, managing allergens safely from the school kitchen
-  1.5b Catering for medical diets
-  1.5c Medical diet policy and training for kitchen teams
-  1.6 The School and its Caterer will include work associated with healthy balanced diets in its curriculum
-  1.7 The School and its Caterer will extend support to parents by educating them on healthy eating principles

We hope you enjoy reading and using this document. If you have any further questions, please don't hesitate to contact one of us at Chartwells.

The Chartwells Team.



Chartwells are here to support your pupils, encourage healthy eating and enable your school to achieve a Healthy Schools Rating!

I. Overarching Aim

- ✔ To ensure that all aspects of food and drink promote the health and well-being of pupils, staff and visitors to your school.
- ✔ Supporting pupils' learning, development and attainment through nutrition education, healthy eating and cooking.

I.1 The School's Caterer provides a healthy school lunch offer

Chartwells school menus are compliant with the School Food Standards as set out in the School Food Plan and follow the plans recommended portion size guidelines for primary and secondary aged pupils.



Our recipes & menus are developed in line with current UK healthy eating guidelines and closely follow the principles set out within the Eatwell Guide, which was released in March 2016. The Food for Life catering mark provides independent endorsement that Chartwells are meeting the School Food Standards and serving food prepared from fresh, sustainable and locally sourced ingredients. Many of Chartwells menus comply with these high standards (Bronze, Silver or Gold), supporting schools to impact both pupils and the wider community.

As an alternative to the tasty cooked meals available, Chartwells can also provide a packed lunch offer to the pupils at your school. Chartwells packed lunch menu has been developed in line with government standards and provides;

- ✔ One dairy item on the menu every day to contribute towards calcium levels supporting bones and teeth
- ✔ Two different types of fruits and vegetables contributing towards 5-a-Day
- ✔ A vegetarian (V) option is available daily
- ✔ Only wholegrain bread or 50/50 is used for sandwiches or wraps
- ✔ No confectionary, fried snacks or fizzy drinks are included in packed lunches

Meeting Food Standards Criteria

The menus that Chartwells provide to your schools are signed off by a member of our nutrition team using a tracker, ensuring that they meet each of the School Food Standards criteria (See Appendix 1.)



No central menu goes live in a school before it has been checked and approved by a fully qualified nutritionist.

1.2 The School and its Caterer will provide information on meals served outside of lunchtime

The food-based standards apply to food served throughout the school day, including breakfast, mid-morning break and after school clubs, as well as from vending machines and tuck shops.



Breakfast

Breakfast helps to kick-start the day, improve energy levels and can provide beneficial nutrients to stabilise blood sugar levels.



Mid-Morning Break Snack

A mid-morning break snack ensures pupils can sustain energy levels throughout the morning and retain concentration in class ahead of lunch time.



After School Clubs

After school clubs can provide pupils with a suitable nutritious snack and reduces the likelihood of high fat, sugar or salt item consumption after school.



Chartwells complies with this set of standards and takes the serving and nutritious quality of these food items just as seriously as during the lunch service.

1.3 The School's Caterer meets Public Health England nutrient targets and falls in line with up to date nutrition criteria



As the UK's market leading caterer in education, Chartwells have a responsibility to help solve the public health challenges that the UK faces today. Data from the National Diet and Nutrition Survey show that although children should get no more than **5%** of calories from sugar, **87%** of children exceed that limit.

In 2016, Chartwells set a challenging, yet achievable target to reduce the sugar content of menus by **20%** by 2020. Since baseline, Chartwells have achieved this and reduced the total sugar content in primary school menus by **22%** and **30%** in secondary schools, largely through recipe reformulation, portion size guidelines and setting a strict sugar criterion for new recipes. (See Appendix 2 and 3).

Making these improvements to recipes has allowed Chartwells to offer a healthier dessert line (**33%** less sugar in Primary, **30%** less in Secondary) to pupils and support the government's recommendations for sugar reduction.



Chartwells also monitor closely for fat, salt and calories and will be working in line with Public Health England recommendations moving forward.

Sugar figures correct as of Spring/Summer Menu Series 2020

1.4 The School's Caterer attains external recognition for school menus and achievements beyond the kitchen

Chartwells have worked extremely hard to develop tasty complaint menus and support schools' healthy eating curriculums through their educational programmes offered. As a result, Chartwells teams have achieved several externally recognised awards!

Primary and Secondary

Chartwells Food Development team won Contract Caterer of the Year at the EDUcatering awards, 2019. These awards recognise the outstanding teams who have excelled within the school meals sector, making a true difference to school meals and the health and happiness of children within the UK.



Additionally, Beyond the Chartwells Kitchen, a programme which offers 6 educational modules focused around nutrition, health and wellbeing for pupils was highly commended for the Health & Vitality Honours Award in January 2020.

Secondary

Chartwells 'Nudge Nudge' programme is based on a piece of research commissioned by Compass Group, which highlighted that nudges and psychology of behavioural change can be used to influence what people choose. The research evidenced that the key to success with 'nudges' is to be subtle and to allow pupils to subconsciously make their own healthier choices.

Heart shaped stickers on menus, pre-packed items and product placement of healthier food items on Chartwells secondary menus has shown to result in healthier choices by students. 'Nudge Nudge' has received the Health and Vitality in Education Honours Award and the Nan Berger Award at the LACA UK Conference, 2019. This award recognises exemplary work in the field of innovation, leading to a successful result in driving meal uptake and raising the profile of the school catering service.



Chartwells will continue to provide the best educational programmes and menus to your schools and be an award winning business within the industry.



1.5 The School and its Caterer manages allergens and medical diets safely

1.5a The School's Caterer will comply with the provision of food information to consumers, managing allergens safely from the school kitchen

The **Food Information for Consumers Regulation (FIR) 1169/2014** came into effect in 2014 making it a legal requirement to provide allergen information for all food bought and/or consumed in and out of the home environment. Chartwells meet FIR standards through the use of the unit 'Allergen Folder', which contains allergen reports for the recipes being served. The school will ensure its staff are aware of where to obtain this allergen information when it is required to support a pupil.



1.5b Catering for Medical Diets

Medical diets are an extremely important part of the schools' catering provision. At Chartwells we have a dedicated Medical Diets Team who support all medical diet queries and requests whether it be alleviating parent concerns or creating bespoke menus for single or multiple allergens. The medical diets team are



Jessica Crane (Chartwells, Head of Technical & Training)



Stephanie Hall (Chartwells, Head of Medical Diets)



Sukaina Abdulhussain
(Medical Diets Nutritionist)



Megan Gibbins
(Medical Diets Nutritionist)



Emily Vincent
(Medical Diets Nutritionist)

A medical diet is required when the choices offered on the main menu or packed lunch are unsuitable due to an individual's medically diagnosed food allergy or intolerance. Pupils that require a medical diet must complete the Chartwells Medical Diet Request Form in full and submit with supporting evidence. Lifestyle choices such as vegetarianism and religious diets are not defined as medical diets, as Chartwells are confident the main menu offers a variety of different foods to cater for these needs.

All clients with pupils that have a Chartwells Medical Diet menu must have a system in place for the identification of those pupils at food service points. Chartwells clients must use Chartwells medical diet lanyards for such identification, unless an alternative, established and approved client system is already in place.



available all year round to support our catering teams and pupils to eat safely and enjoy a Chartwells school meal where possible.



1.5c Medical Diet Policy and Training for Kitchen Teams

Chartwells have a robust medical diet policy, responsibilities and promises in place (Appendix 4) which are in line with the LACA National Allergen Management Policy guidance. Our policy ensures the safety of our customers is our number one priority whilst maintaining complete transparency with all involved.

Chartwells medical diets team also delivers a national 'Allergy Academy' roadshow, available to all kitchen managers across the UK. This mandatory training includes the **School Food Standards**, the **Food Information Regulations** and **Allergen Awareness** around food preparation and food service throughout the school day.



Chartwells will continually train kitchen teams through e-learning techniques, bitesize unit-led modules and live allergy academy training sessions which are developed and delivered by a medical diet nutritionist. All kitchen units comply with the Chartwells 'Unit Guide to Managing Allergens', which stipulates the medical diet policy. The Chartwells 'Are you Allergen Aware?' health and safety campaigns serve to further underline Chartwells allergen management procedures. These campaigns include Food Safety information, training resources and awareness posters for kitchen teams, pupils and school staff.

Find out more...

Please contact chartwells.medicaldiets@compass-group.co.uk

1.6 The School and its Caterer will include work associated with healthy balanced diets in its curriculum

Health & Wellbeing; as part of the curriculum



Chartwells are not only fully compliant with nutritional guidelines and legislation but are proud to go above and beyond nutritional boundaries to ensure they are the market leaders in health & wellbeing.

Chartwells have implemented their own 2020 Health & Wellbeing and sustainability strategies with key commitments to pupils to promote healthier food, healthier futures and healthier lives. This includes objectives such as sugar reduction, promoting healthy hydration, meat-free Mondays and other plant forward strategies. Additionally, Chartwells recognise that providing nutritious food is not enough to ensure pupils are making the right choices at the counter. In 2018, Chartwells launched **Beyond the Chartwells Kitchen**, an educational programme which helps pupils to build a personal toolkit of knowledge, skills and inspiration – which we believe are the key ingredients for happier healthier futures (Appendix 5).



This programme offers 6 modules made up of interactive age appropriate workshops which focus around Personal, Social & Health Education (PSHE), life skills and other curricular objectives.

Chartwells have nutritionists, chefs and food ambassadors on hand to deliver these workshops. In addition to the physical support Chartwells can bring to your school, there is also a live online website, which your schools have access to, and provides an in-depth programme overview, information on 'How to Book' sessions, and an invaluable teacher zone full of resources to support the healthy eating curriculum! For more information on Beyond the Chartwells Kitchen, please contact a member of the Nutrition Team.

Health & Wellbeing: Chartwells Food Ambassadors Support



Schools, in partnership with Chartwells have an important role to play in defining habits and supporting pupils to make healthier choices. Chartwells can extend support to parents through their nutrition and food ambassador teams. These teams are on hand to;

- Deliver nutrition education sessions; parents' evenings, assemblies & classroom workshops
- Deliver school menu tasters for pupils and parents
- Interact with parents and pupils in the playground, using pop up stands
- Provide parents with educational resources and flyers, including what to include in a balanced packed lunch (Appendix 6)
- Support school lunch theme days and invite parents in for lunch
- Encourage children to sign up for a nutritious school lunch, saving parents time & money



1.7 The School and its Caterer will extend support to parents by educating them on healthy eating principles

A Note for Headteachers

We are excited about continuing the journey to support the health & wellbeing of your pupils in your school. Please use this document as evidence for meeting several criteria on the Department for Education's Healthy Schools Rating Scheme (Appendix 7). This was designed to enable the school to partner ever closer with the onsite Chartwells catering teams, supporting pupils, parents and the wider community.

Healthy Schools Rating Scheme; how to participate

To participate in the survey, schools should contact their local partnerships representative, who coordinates the survey for schools in their local areas. Please visit <https://www.gov.uk/government/publications/healthy-schools-rating-scheme> for more information!

Upon completion, each school will receive a bespoke report summarising their results from the survey. This report will cover children's activity levels, physical literacy, swimming proficiency, wellbeing, self-efficacy, and levels of social trust, as well as their healthy schools rating. This will indicate whether the school has achieved Gold, Silver, Bronze, or no award and a link will be provided to enable a certificate download.

A final note...

Thank you for working with us. If you have any questions, please contact your immediate Chartwells representative who can put you in touch with the right person.

Many thanks,

The Chartwell's Team



APPENDICES

Appendix 1. School Food Standards tracker / nutritionist sign off

Appendix 2. Chartwells Sugar Reduction case study; SS20 Primary

Appendix 3. Chartwells Sugar Reduction case study; SS20 Secondary

Appendix 4. Medical Diets Responsibility Promise

Appendix 5. Beyond the Chartwells Kitchen One Pager

Appendix 6. Chartwells Home Packed Lunch Guide

Appendix 7. HSRS Supporting Document

Appendix 1

Checklist for school food

other than lunch

NAME OF SCHOOL/CATERER:		YES/NO			
BREAKFAST (B)					
<=+3;07851,57:616/*-.)38:7>1;1765					
AFTER SCHOOL CLUB (A)					
VENDING MACHINE (V)					
Food group	.WWLJI[ML[\IVLIZL[NWZ[KPWWTNWWLW\PMZ\PIVT]VKP	Standard met (Y/N)			
		B	M	A	V
STARCHY FOOD	Starchy food cooked in fat or oil no more than two days each week (<i>applies across the whole school day</i>)				
FRUIT AND VEGETABLES	.Z]Q\IVLWZ^MOM\IJTM[I^IQTIJTMQVITT[KPWWTNWWLW]\TM\				
MEAT, FISH, EGGS, BEANS AND OTHER 676,)1:A SOURCES OF PROTEIN)UMI\WZXW]T\ZaXZWL]K\UIV]NIK\]ZMLWZPWUMUIMIVLUMM\QVO\PMTMOITZMY]QZMUMV\{VWUWZM than once each week in primary schools and twice each week in secondary schools (<i>applies across the whole school day</i>)				
MILK AND DAIRY	Lower fat milk and lactose reduced milk must be available for drinking at least once a day during school hours				
FOODS HIGH IN FAT, SUGAR AND SALT	No more than two portions of food that has been deep-fried, batter-coated, breadcrumb-coated, each week (<i>applies across the whole school day</i>)				
	No more than two portions of food which include pastry each week (<i>applies across the whole school day</i>)				
	No snacks, except nuts, seeds, vegetables and fruit with no added salt, sugar or fat (<i>applies across the whole school day</i>)				
	No savoury crackers or breadsticks				
	No confectionery, chocolate and chocolate-coated products (<i>applies to food served across the whole school day</i>)				
	6WKISM[JQ[K]Q\XI[\ZQM[WZLM[[MZ\[M`KMX\awOP]Z\WZN]Q\JI[MLLM[[MZ\[KWV\IQVQVOI\TMI[\ fruit)				
	Salt must not be available to add to food after it has been cooked				
	Any condiments limited to sachets or portions of no more than 10 grams or one teaspoonful.				
HEALTHIER DRINKS	Free, fresh drinking water at all times				

applies across the whole school day

<PMWVTaLZQVS[XMZUQ\MLIZM" 8TIQV_I\MZ[\QTTWZKIZJWVI\ML
 Lower fat milk or lactose reduced milk
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 +WUJQVI\QWV[LZQVS]IZMTQUQ\ML\WIXWZ\QWV[QbMWNUT[<PMaUIaKWW\IQVILLML^Q\IUQV[WZ minerals,
 but no more than 5% added sugars or honey or 150mls fruit juice. Fruit juice combination drinks must be at least
 45% fruit juice

It is expected that schools will use these checklists in combination with the nutrition criteria of the Government Buying Standards for Food and Catering Services.



Appendix 1

Checklist for school lunches

NAME OF SCHOOL:		DATE OF MENU:		
Food group	.WWLJI[ML[\IVLIZL[NWZ[KPWWTT]VKPM[Standard met (Y/N)		
		Week 1	Week 2	Week 3
STARCHY FOOD	One or more portions of food from this group every day			
	<PZMMWZUWZMQL\^MZMV[\IZKPaNWWL[MIKP_MMS			
	One or more wholegrain varieties of starchy food each week			
	Starchy food cooked in fat or oil no more than two days each week (<i>applies to food served across the whole school day</i>)			
	Bread - with no added fat or oil - must be available every day			
FRUIT AND VEGETABLES	One or more portions of vegetables or salad as an accompaniment every day			
	One or more portions of fruit every day			
	A dessert containing at least 50% fruit two or more times each week			
)\TMI[\PZMMQL\^MZMV\NZ]Q[\IVL\PZMMQL\^MZMV\^MOM\IJTM[MIKP_MMS			
MEAT, FISH, EGGS, BEANS AND OTHER 676,1:A SOURCES OF PROTEIN	A portion of food from this group every day			
	A portion of meat or poultry on three or more days each week			
	7QTaÅ[PWVKMWZUWZMM^Mza\PZMM_MMS[
	For vegetarians, a portion of non-dairy protein three or more days a week			
)UMI\WZXW]T\ZaXZWL]K[UIV]NIK]ZMLWZPWUMUIMIVLUMM\QVO\PMTMOIT ZMY]QZMUMV[\VWUWZM\PIVWVKMI_MMSQVXZQUIZa[KPWWT[IVL_QKMMIKP_MMSQV secondary schools, (<i>applies across the whole school day</i>)			
MILK AND DAIRY	A portion of food from this group every day			
	Lower fat milk and lactose reduced milk must be available for drinking at least once a day during school hours			

FOODS HIGH IN FAT, SUGAR AND SALT	No more than two portions a week of food that has been deep-fried, batter-coated or breadcrumb-coated (<i>applies across the whole school day</i>)			
	No more than two portions of food which include pastry each week (<i>applies across the whole school day</i>)			
	No snacks, except nuts, seeds, vegetables and fruit with no added salt, sugar or fat (<i>applies across the whole school day</i>)			
	Savoury crackers or breadsticks can be served at lunch with fruit or vegetables or dairy food			
	No confectionery, chocolate and chocolate-coated products, (<i>applies across the whole school day</i>)			
	Desserts, cakes and biscuits are allowed at lunchtime. They must not contain any confectionery			
	Salt must not be available to add to food after it has been cooked			
	Any condiments limited to sachets or portions of no more than 10 grams or one teaspoonful.			
HEALTHIER DRINKS <i>applies across the whole school day</i>	Free, fresh drinking water at all times			
	<p><PMWVtLZQVS[XMZUQ\MLIZM⁺</p> <p>8TIQV_I\MZ[\QTTWZKIZJWVI\ML</p> <p>☐ Lower fat milk or lactose reduced milk</p> <p>☐ .Z]Q\WZ^MOM\IJTMR]QKMUI'UT[</p> <p>☐ 8TIQV[WaIZQKMWZWI\LZQVS[MVZQKPML_Q\PKITKQ]U#XTIQVNMZUMV\MLUQTSMO yoghurt)</p> <p>drinks</p> <p>☐ =V[_MM\MVMLKWUJQVI\QWV[WNNZ]Q\WZ^MOM\IJTMR]QKM_Q\PXTIQV_I\MZ[\QTTWZ carbonated)</p> <p>☐+WUJQVI\QWV[WNNZ]Q\R]QKMIVLTW_MZNI\UQTSWZXTIQVaWOP]Z\XTIQV[WaIZQKMWZ WI\LZQVS[MVZQKPML_Q\PKITKQ]U#KWKWIIVLTW_MZNI\UQTS#EI^W]ZMLTW_MZNI\UQTS</p> <p>☐ <MIWK∩MMPW\KPWKWTI\M</p> <p>+WUJQVI\QWV[LZQVS[I]ZMTQUQ\ML\WIXWZ\QWV[QbMWNUT[<PMaUIakWV\IQVILLML vitamins or minerals, but no more than 5% added sugars or honey or 150mls fruit juice.</p> <p>Fruit juice combination drinks must be at least 45% fruit juice</p>			

It is expected that schools will use these checklists in combination with the nutrition criteria of the Government Buying Standards for Food and Catering Services.



SUGAR REDUCTION

With 1 in 3 children deemed overweight or obese by the time they leave Primary School, it is more important than ever that we promote healthy eating habits in our children and play our part through nutrition education and the menus we serve our young customers.

Today, children are consuming far too much sugar, with half of this intake being from soft drinks and unhealthy snacks, such as cakes and biscuits.

A year before the Public Health England 20% reduction by the 2020 deadline, Chartwells have reduced the total sugars of their Primary School menu by 22% and dessert recipe book by over 30%! This has been achieved by:

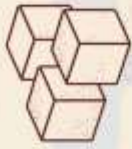
- Reformulation of popular recipes to reduce total sugar content
- Reduction in portion sizes of high sugar items staying within the school food standards portion guidelines
- Working with suppliers to reduce sugar content in ingredients
- Analysing menus year on year to ensure reduced sugar content
- Increasing the number of fruit-based desserts on the menu
- Raising awareness of sugar consumption through a range of nutrition education initiatives

THE STORY
— SO FAR —

Chartwells have exceeded a 20% sugar reduction before Public Health England's deadline of 2020 with the launch of their Autumn Winter 2019 menu. It hasn't stopped there... Chartwells continue to work towards a healthier menu as part of their 2020 Health and Wellbeing Strategy.



Chartwells' pledge to reduce the sugar in children's diets doesn't end there! Our very own nutrition team are on hand to deliver nutrition education around the dangers of a high sugar intake and those hidden in our popular foods and drinks! For any further enquiries or bookings, please contact nutrition@compass-group.co.uk



SUGAR REDUCTION

With teenagers consuming almost three times the recommended amount of sugar, it is more important than ever that we promote healthy eating habits in our children and play our part through nutrition education and the menus we serve our young customers.

Today, children are consuming far too much sugar, with half of this intake being from soft drinks and unhealthy snacks, such as cakes and biscuits.

A year before the Public Health England 20% reduction by the 2020 deadline, Chartwells have reduced the total sugars of their Secondary school dessert recipe book by 30%! This has been achieved by:

- Reformulation of popular recipes to reduce total sugar content
- Ensuring all new developments meet public health England guidelines for sugar
- Reduction in portion sizes of high sugar items staying within the school food standards portion guidelines
- Working with suppliers to reduce sugar content in ingredients
- Analysing menus year on year to ensure reduced sugar content
- Increasing the number of fruit-based desserts on the menu
- Raising awareness of sugar consumption through a range of nutrition education initiatives

THE STORY
— SO FAR —

Chartwells have exceeded a 20% sugar reduction before Public Health England's deadline of 2020 with the launch of their Autumn Winter 2019 menu. It hasn't stopped there... Chartwells continue to work towards a healthier menu as part of their 2020 Health and Wellbeing Strategy.



Chartwells' pledge to reduce the sugar in children's diets doesn't end there! Our nutrition team are on hand to deliver nutrition education around the dangers of a high sugar intake and those hidden in our popular foods and drinks! For any further enquiries or bookings, please contact nutrition@compass-group.co.uk

Appendix 4



Chartwells commitments to you...

In this Medical Diets Responsibility Promise, we outline Chartwells commitments to you, our schools, to support the safeguarding of pupils with medical dietary requirements.

To ensure the highest safety standards from Chartwells' kitchen to your pupil's plates, however, it is vital that both schools and Chartwells work in strong partnership. In this responsibility promise we therefore also outline the commitments we would like schools to make in partnership with us. Information about how Chartwells can support you with each safeguarding responsibility is also given, strengthening our collaboration



Medical Diets Responsibility Promise



With approximately 1 in 10 children affected by an allergy, allergies must remain at the top of everyone's agenda; at Chartwells, the safety of the pupils we cater for is our number one priority. We understand the importance of ensuring that pupils with medical diets can continue to enjoy a safe, balanced meal alongside their peers in school. As such, the Chartwells medical diet policy has been developed specifically for the school kitchen environment and enables us to cater to as many children as possible, as safely as possible.

so we can work safely together every step of the way.



Working Safely Together - Chartwells Commitments



Medical Diets Team

Chartwells' dedicated Medical Diet Team are available full time to support schools, parents & pupils to manage their medical diet safely at school.



Robust Medical Diet Policy

Chartwells' medical diet policy is readily accessible online for all schools, pupils and parents at <https://liveschoolmeals.co.uk/medical-diets>. Alternatively, your local Chartwells representative can provide a copy.

Chartwells' policy is designed to support schools to safeguard their pupils with medical diets as thoroughly as possible and has been fully reviewed by an external allergen specialist lawyer accordingly.



Supported Medical Diet menus

For pupils with confirmed medical diets, Chartwells can offer full support with adapted and managed menus. Medical Diet Menus are prepared and double-checked by our Medical Diet team in line with the Chartwells Medical Diet Policy.



Allergen Information

Allergy Reports are available for every Chartwells recipe, in line with Food Information Regulations (FIR).



Rigorous Training

Continual Health & Safety training, covering food safety, allergen awareness and our medical diet policy, is delivered to Chartwells staff to a level appropriate for their role.



Raised Allergen Awareness

Regular Health & Safety campaigns and initiatives, such as 'Ask About Allergens' information posters, keep allergens at the top of everyone's agenda.



Pre-service briefing

Chartwells' kitchen teams are briefed on the menu and any required medical diet management before every service.



Supported Recipes

Every dish will comply to Chartwells ingredient and recipe standards.



Auditing

Repeated internal audits conducted by Chartwells Operations, Health & Safety and Nutrition teams ensure compliance to applicable policies.



HACCP Compliant Kitchens

All HACCP training and checklists complete.

Working Safely Together - School's Responsibilities

Schools must ensure customers,

Medical Diet Policy including new starters, are made aware of Chartwells' medical diet policy and Chartwells Policy available online at <https://loveschoolmeals.co.uk/medical-diets> or

direct them to Chartwells medical diet from your local Chartwells representative. request process, as required.

Schools must support pupils and Please find our Request Form online at parents/guardians seeking medical <https://loveschoolmeals.co.uk/medical-diets>.

Request Form diet support from Chartwells to For any queries on its completion, please contact the complete the Chartwells Medical Diet Chartwells Medical Diet team at chartwells.

Request form in full. chartwells.medicaldiets@compass-group.co.uk or your local Chartwells representative, who will be happy to help..

Schools must explain to their pupils parents/guardians that all requests medical diet assistance will be Chartwells will make all reasonable steps to provide and for a medical diet providing the risk assessment for indicates that the risks are within safe limits.

thoroughly risk-assessed on a case-by- Chartwells will notify the school and the customer,

Risk Assessment case basis and that, where the risk to the customer is high, Chartwells may be without delay, of the result of any assessment where the risk is so high that a medical diet cannot

unable to provide a medical diet in order be provided. to protect the pupil's safety.

The Chartwells Medical Diet team are available full time at chartwells.medicaldiets@compass-group.co.uk to support in the case of any queries.

For safeguarding purposes, schools Please find details of Chartwells' medical evidence must support pupils and parents/ requirements in our medical diet policy (section 4.3) guardians to provide professional online at:

Medical Evidence

medical evidence to accompany a <https://loveschoolmeals.co.uk/medical-diets> medical diet request form.

For those who need support obtaining professional medical evidence, our Medical Diet Evidence Support Form is available online at <https://loveschoolmeals.co.uk/medical-diets>

To reduce risks at food service times, schools must operate an approved and documented identification system to Chartwells child-friendly medical diet lanyards are available. Your local Chartwells representative will be happy to discuss the implementation of lanyards in

Identification

support kitchen staff in identifying lanyard pupils with supported medical diets. Chartwells will complete the Identification System Agreement Form with you, to ensure the system is clear and managed safely in The Chartwells endorsed identification your unique school environment. system is lanyards.

> continued

Photo

Schools must assist pupils and parents/guardians to provide Chartwells with an up-to-date passport style photo to aid with the posters behind the service points to assist kitchen teams with pupil identification. identification of pupils with confirmed and supported medical diets.

Verification of

updates to medical diet requirements Chartwells can provide the school with a list of customers following an approved Chartwells medical **medical diet** for their pupils with Chartwells-supported medical diets. Chartwells' diet menu to review at each termly business review **information** list of pupils with supported medical meeting.

Medical Diet

diet communication

diets must be confirmed at a minimum on a termly basis. To facilitate the timely and clear flow of information, schools must assign a member of staff at each Your Chartwells local representative will be happy to discuss the medical

Contact

site as Chartwells' 'go-to' contact for medical diet related queries or pathway with you to ensure it is as efficient as any possible for your school. communications.

Optional Actions

Educate Educating students about allergies and intolerances and the importance Chartwells can offer an interactive 'Beyond the Chartwells Kitchen' educational module dedicated to

Students About Medical Diets

of caring for their peers will help to promote medical diet awareness and Chartwells Kitchen' ambassador. Please ask your enhance pupil safety. local Chartwells representative for more information.

Staff About Medical Diets

It is important everyone, at all levels, understands the importance of **Educate School** following Chartwells medical diet policy and procedures accurately. Speak to your local Chartwells representative if you would like support with this. . Ensuring staff are well-informed about allergies, intolerances and medical diets will improve pupil safeguarding at school.

Appendix 4



Further information

If you would like further information or have a query regarding the Chartwells Medical Diets Policy please contact a member of our medical diet team chartwells.medicaldiets@compass-group.co.uk

Brief Beyond the Chartwells Kitchen: 4-11 Years Workshops




Our team are **passionate** about working with schools to improve young people's **health and wellbeing** with our interactive food and nutrition workshops. We support schools with:

Curriculum Links

Cooking and Nutrition

P.S.H.E

P.E

Supporting positive school food culture

OFSTED Friendly

Memorable learning experiences

Promoting healthy lifestyles

Sustainable solutions

Supporting positive school food culture

SMSC & SEMH Links

Personal development

Celebrating diversity

British values

Geography

Maths & literacy

Our workshops:

Exploring Our Food

Introducing the Hungry Caterpillar (KS1)

and the Canape Challenge (KS2) ingredients and **flavours from around the world**. Children make rainbow wraps and an edible art activity **encouraging the world**. Children make rainbow wraps **children to be creative** with fresh, and/or global sauces! **encouraging the world** colourful ingredients.

Super Snacks

Taste the World

Using all of the **senses** to explore

rainbow relay

healthier food choices

Energise

Did you know **food has got super powers**? Children learn how to make **make yourself feel good** to show how easy it can be to make

Rainbow Choices

Children take part in our **rainbow relay powers?**

to show how easy it can be to make



CHARTWELLS HOME PACKED LUNCH GUIDE



DO YOU WANT TO **SAVE** YOURSELF SOME **TIME**?



Chartwells offer hot meals or a varied packed lunch option, which is already compliant to the School Food Standards.

ORDER TODAY!

Healthy eating is all about a balance! Let's consider the Eatwell Guide when making a packed lunch!



THIS PACKED LUNCH GUIDE IS NUTRITIONIST APPROVED



DID YOU KNOW?

Only 7.6% of packed lunches from home meet the nutritional standards, whereas school meals do!

TOP TIPS!

Fruit & Vegetables

These can be fresh, frozen or tinned, providing the necessary vitamins and minerals your child needs. Always remember a colourful, varied 5 a day!

WHAT MAKES A HEALTHY PACKED LUNCH?

- FRUIT & VEG (at least 2 portions per lunchbox)
- CARBOHYDRATE (at least 1 portion per lunchbox)
- BEANS, PULSES, FISH, EGGS, MEAT & OTHER PROTEINS (at least 1 portion per lunchbox)
- OILY FISH (at least 1 portion every week)
- DAIRY (at least 1 portion per lunchbox)
- DRINK, ideally water (at least 1 per lunchbox)



Starchy Carbohydrates

These are your child's main energy source. Try to include skin on potatoes or brown varieties e.g. brown bread, brown pasta or rice for more fibre and B-vitamins!



Dairy

Dairy (milk, cheese & yogurt) provide calcium, essential vitamins and extra protein to help build bones & teeth. Tofu and leafy greens also provide calcium.

Protein

Proteins are the building blocks of the body, helping your little one to grow! Try to include fish, including tuna and salmon (an oily fish) at least twice weekly, opt for lean meat and don't forget plant proteins like beans, chickpeas or pulses (lentils)



ALWAYS REMEMBER TO CHECK THE LABEL!

Try to not include...

Salty snacks, confectionary or sugary drinks

These can result in rotten teeth, poorly tummies & reduced concentration

ENCOURAGING & ENABLING MORE CHILDREN TO ENJOY A HEALTHY BALANCED LUNCH

Chartwells; in line with the Healthy Schools Rating Scheme

A document designed to support your school in line with the Department for Education's Healthy Schools Rating Scheme, 2019.

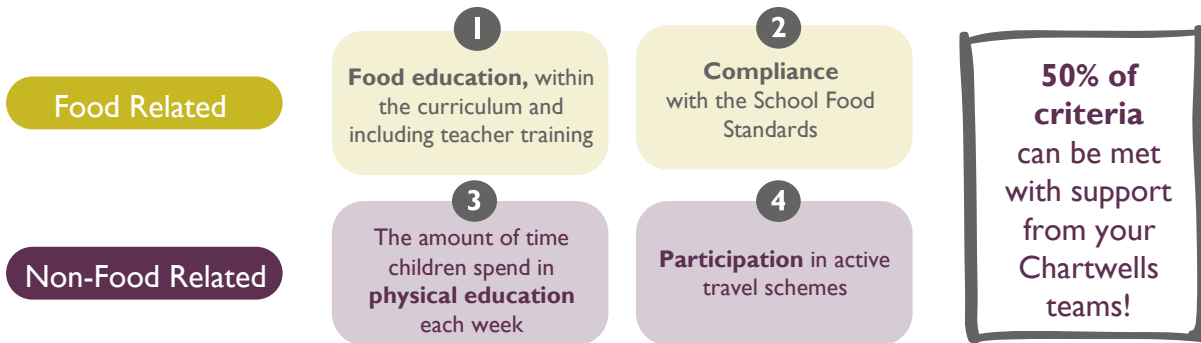


Document's purpose; the why

In the UK one in three children aged 2-15 are overweight or obese by the time they leave primary school. This means in the average school classroom of 30 children, 10 are likely to be overweight or obese. We know that this can be associated with early onset conditions such as asthma, type 2 diabetes and liver problems during childhood. We also know that young people may experience bullying, low self-esteem and a lower quality of life compared to children of a healthy weight. It is more important than ever that schools, in partnership with Chartwells play a role in helping to improve the health of our pupils and give future generations the best possible start in life.

How? Healthy Schools Rating Scheme (HSRS), 2019 Guidance for schools

In July 2019, the Department for Education released it's healthy schools rating scheme (HSRS), designed to recognise and encourage schools' contributions to pupils health and wellbeing. Available to Primary and Secondary schools, schools will receive a rating based on their responses to the below 4 criteria;



Schools can achieve:



Bronze



...or no award based on the methodology provided Silver Gold by the Department for Education.



All participating schools will be encouraged to reflect on their future actions, and to share the schools achievements with parents, pupils and the wider school community.

Chartwells, the leading contract caterer for schools aims to support schools in achieving a **Gold Standard** rating on the HSRS. To achieve Gold, schools will be required to work in partnership with Chartwells and drive the non-food related criterias in school.

Wishing you all the best as you 'go for gold' and we look forward to supporting you!

Good News! Below you will see how Chartwells can support your school in meeting the HSRS criteria...

Key: P = Primary S = Secondary	
Chartwells meet HSRS Criteria	
Partnership between the school and Chartwells	
School's responsibility; non-food related	












Appendix 7

1. Food education, including in the curriculum and teacher training (25 points)

Criteria	How?	Points
Healthy eating is a curriculum priority	Beyond the Chartwells Kitchen education programme; refer to Chartwells Promise Doc P&S	➔ 5
School provides extra-curricular cooking clubs	Chartwells are happy to support schools breakfast clubs & after school clubs. Beyond the Chartwells Kitchen programme; refer to Chartwells Promise Doc P&S	➔ 5
Pupils assist catering staff in preparing food	Beyond the Chartwells Kitchen Programme and Food Ambassadors Into the Chartwells Kitchen Project P&S	➔ 5
Schools grow food on-site for school meals	Chartwells support the running of school allotments or gardens; as part of contract KPIs with Chartwells P&S	➔ 5
Professional development for teachers on food	Chartwells nutritionist support for teachers; or as part of contract KPIs with Chartwells P&S	➔ 5



2. Compliance with the School Food Standards (25 points)

Criteria	How?	Points
 Complies with the school food standards throughout the day	Chartwells nutritionist menu sign off; refer to Chartwells Promise Doc 	0*
 School food standards are specified in school catering contracts	Specified in all Chartwells contracts 	5
 The school is part of a school food award or accreditation scheme	Chartwells Food for Life (FFL) accreditations; Chartwells 'Nudge Nudge' programme; refer to Chartwells Promise Doc 	5
 Training for catering staff on school food standards	As a standard all staff undergo e-learning; Chartwells Allergy Academy Roadshows; refer to Chartwells Promise Doc 	5
 Oversight from nominated school governor on school food standards	School's own governors to reflect on school menus	5
 Unhealthy items are banned from packed lunches	Chartwells provide their own Packed Lunch offer and can offer a home guide for parents; refer to Chartwells Promise Doc 	5

Statutory requirement, schools must answer YES to be eligible for a Gold award!

Appendix 7

3. Amount of time children spend on physical activity each week (35 points)

Criteria	How?	Points
All year groups offered 2+ hours a week	Non-food related; Chartwells will support schools with active initiatives where required	25
All year groups offered 2.5+ hours a week	Non-food related	35
Travel to school is monitored (Primary schools)	Non-food related; Chartwells will support schools with active initiatives where required	5
School participates in Walk to School Week (Primary schools)	Non-food related	10
School promotes active travel (Secondary schools)	Non-food related	15

For Gold...
25 points or more required!

For Gold...
10 points or more required!

To go for Gold you need 70+ points!

To go for Silver you need 55+ points!

To go for Bronze you need 40+ points!

We hope this document supports you in identifying the areas where your Chartwells catering teams can meet the HSRS criteria.

Please use this document as evidence when contacting your local Active partners representative, who coordinates the survey for your local area.

Thank you for choosing us!

The Chartwells Team.

