

## Special Diet Frequently Asked Questions

- Where can I find the link to the electronic form?  
The link to the form is on the Twelve15 website
- Why are you asking for medical endorsement?  
The information provided in the medical endorsement is used to enable us to assess the capability of our control measures to ensure we can provide a suitable and safe menu offer.
- Where can I get a medical endorsement form?  
You can download a medical endorsement form from the Twelve15 website
- How can I be sure that the information I provide will be held securely?  
We have robust arrangements in place when it comes to the way personal information is held. Twelve15 is part of Surrey County Council and as such our information governance procedures are in line with the Council's policy. Any data shared with us regarding your child's special dietary requirements will be managed in line with the Data Protection Impact Assessment that has been carried out for this purpose. Other than the school, personal data will not be shared with any other party. There is a requirement to share the details of the special diet with the school for the purposes of providing the requirement safely. The details will be held securely in our systems which are all held securely within the Surrey County Council platform.  
Access to data is strictly limited to Twelve15 employees who need it for the purposes of providing the diet e.g., Food Safety Team, Special Diet Coordinators, Catering Manager at the relevant school.
- Do you cater for Halal diets?  
We have a number of schools that offer Halal meat options, if you select the Halal option on the application form our special diet coordinator will contact you to confirm whether Halal meat options are available at your child's school. Alternatively, a vegetarian option will be provided.
- My child can eat egg that has been fully cooked but cannot eat raw egg what diet are you able to provide  
All of the main meals we provide are cooked to a minimum core temperature of 75C and we do not use raw egg in our homemade desserts. If your child is avoiding raw egg, we will advise the catering team to serve the standard menu and to provide a suitable alternative on the days that ice cream and mayonnaise would otherwise be served. You can use the box marked 'other' in part 'C' question 14 of the application to let us know that that it is raw egg that they cannot tolerate. If, however, your child has an allergy to egg we will put them on an egg free menu.



- My child can have milk that has been cooked but not raw milk e.g., they cannot drink a glass of milk, can this be accommodated?  
 Yes, please complete an application, you can use the box marked 'other' in part 'C' question 14 of the application to let us know that it is only raw milk they cannot tolerate. We will advise the catering team to serve the standard primary menu and not to serve a drink of milk. If, however, your child has an allergy to milk we will put them on a milk free menu.
- How long will you hold my child's details?  
 We will keep the details you have provided until your child leaves the school you have specified in your application. If they move to a new school, you will need to submit a new application
- My child's dietary requirements have changed what should I do?  
 Please submit a new online application
- My child is vegetarian what menu do you offer?  
 When you make an online application for a vegetarian diet your child will receive our vegetarian menu a copy of which can be found on our website.
- I want my child to have a vegan diet, what menu do you offer?  
 When you make an online application for a vegan diet your child will receive our vegan menu a copy of which can be found on our website
- Do you cater for pescatarian diets?  
 Whilst we don't have a specific pescatarian diet we do serve fish one day per week. The catering team will provide the vegetarian option on the 4 days that meat is the main choice and fish on the remaining day
- Do pupils in secondary schools need to complete an online application  
 Yes, the online application applies to pupils at nurseries, infant, junior, primary and secondary schools
- My child is diabetic do I need to complete an application?  
 You do not need to complete a special diet application unless they also require an ethical or religious diet, or they are also allergic to a food allergen. Information regarding the carbohydrate content of the dishes served on the standard primary menu are available on our website to help dieticians and parents calculate intake for diabetic children. Please contact the school directly for guidance on supporting your child at lunchtime.
- Are you able to cater for students with dietary requirements associated with sensory issues or conditions such as dysphagia?  
 Yes, we are able to make arrangements to cater for these types of requirements. Speak to the school office and ask that they arrange a meeting with the local area manager, the catering manager and a representative from the school.