



The 3P's for Effective Allergen Management

- Policy
- Procedures
- Paperwork
- = Positive Food Allergen Culture
- Q & A



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Who am I ?

Director and Founder JACS Ltd

Jacqui McPeake

- ▶ What do I know ?
- ▶ 35 years in the hospitality industry.
- ▶ Royal Northern College of Music 5 years -Catering Manager
- ▶ 20 years at MMU Catering Manager, Facilities Manager, Head of Catering
- ▶ Parent of young person with food allergies, food intolerances
- ▶ Cost Sector Catering team of the Year 2017
- ▶ Free From Hero Award 2018





Food Allergies- increasing

40% of children have been diagnosed with an allergy, and many of those have severe allergies and often multiple allergies



Just under half (48%) of consumers report that they or someone in their house avoid at least one food/ingredient.



These figures are increasing – we need to learn how to cater for this group with knowledge and confidence



Food related anaphylaxis reactions who have been admitted to hospital have risen from just under 2,000 20 years ago to over 5,000 in 2022. 154% increase





What are the current challenges that must be considered





What are the challenges

Likes and dislikes
v

allergies and intolerances

Who takes
responsibility?

Allergens outside the "Top14"

Cost concerns
Energy costs
Food costs
Budget concerns

Lack of training
Lack of staff





P-Policy – it all starts with a Policy

- ▶ Does the organisation have a written Food Allergen Policy?
- ▶ The Food Allergen Policy provides guidance for the customer A school environment the parents/pupils, school staff and catering team
- ▶ The Food Allergy Policy will provide a statement “This is how the School will manage food allergens, intolerances and coeliac disease.
- ▶ The Policy will include a commitment from the parents to provide accurate information and the catering team to attend regular training



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P-Procedures

- ▶ Food Allergen Management must form part of the Food Safety Procedures
- ▶ Food Allergen Management = Food Safety Management
- ▶ Adapt your FSMS/HACCP procedures to include Food Allergen checks
- ▶ Ensure due diligence and traceability.
- ▶ We need to be absolutely clear that we have managed the food production process from ordering supplies → customer's meal on the plate.





P-Procedures

- ▶ Every team member within the catering department has a part to play. It just takes 1 person to do the wrong thing.
- ▶ The procedure must be followed each and every time
- ▶ Each time the menus are updated, checks should be carried out to make sure the risks of making that dish have been evaluated. A review may highlight the need to move that dish to a different day to reduce the risk of cross contact during preparation.





P-Paperwork

- ▶ Accurate daily and weekly records must be completed.
- ▶ This will include purchasing records to ensure food orders have been placed with the correct supplier and the product is from the approved product list
- ▶ The Allergen folder must be accurate and up to date
- ▶ The daily logbook which identifies all Special Diets (SD) must be completed and checked by another member of the team
- ▶ Any incidents must be written in the report book





P-Paperwork

- ▶ If an incident occurs during a lunchtime service, an investigation will take place. If the reaction was not severe, the investigation may be undertaken from an internal member of the organisation.
- ▶ If the reaction was severe and the pupil was taken to hospital, the local EHO may be called to investigate.
- ▶ It is vital that all paperwork has been completed in a timely and accurate manner.
- ▶ Due diligence will provide evidence of following the recommended process and procedures





P-Paperwork

- ▶ The wider school also has a responsibility to keep pupils with food allergies safe.
- ▶ It is often left to the catering department to take the responsibility however; there are risks across the wider school which must be considered.
- ▶ Incidents may occur outside the dining room due to a lack of awareness
- ▶ It is very important that the catering team is confident in their procedures and that the evidence can demonstrate consistency and knowledge and understanding of managing allergens.





P-Paperwork

- ▶ The paperwork should also include the ability to record “Near Miss incidents”
- ▶ This is when a pupil “almost” received the wrong meal. The classroom assistant may recognise the meal is not suitable, or the child tasted the food and realised it was not their meal
- ▶ I have worked with my colleague under our HASUK joint venture.
- ▶ We produced a “Near Miss” report across the hospitality industry and is available [to download](#)





Near Miss Incidents

Incidents happen.

- ▶ Near Miss incidents refer to *"an event not causing harm, but has the potential to cause injury or ill health"*
- ▶ 1 :90 Near Miss incidents result in a death
- ▶ Near Miss incidents must be taken seriously, reported, recorded, reviewed and procedures updated
- ▶ Do not ignore feedback from customers





P-Positive Food Allergen Culture

- ▶ Food Allergen Policy should be readily available
- ▶ Food allergies should form part of regular meetings
- ▶ Key personnel in the business should be aware of updates or changes to the law- ignorance is no defence
- ▶ Food allergies are on the increase- everyone must be aware



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P-Positive Food Allergen Culture

- ▶ A positive attitude to Food Allergens comes from the top
- ▶ Food Safety includes Food Allergen Safety
- ▶ The Food Allergen Policy, should be readily available for all staff
- ▶ Food Allergies should be discussed regularly at team meetings
- ▶ Food Allergen training should be updated regularly
- ▶ “What can we do” ? instead of “We can’t do that”





Thank You for listening

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