

# Overcoming the challenges of special diets, lifestyle diets and Natasha's Law

What are the challenges presented by special diets

Developing a strategy to cater for the needs of various diets

Ensuring ongoing compliance with Natasha's Law



# Who am I ?

- ▶ What do I know ?
- ▶ 30 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



# What do I do now?

- ▶ I share my experiences using a common sense approach, practical advice
- ▶ My clients include Universities, Care Homes, Schools- over 500 members of a local council school meals provider -100% pass rate but more importantly interaction, understanding and light bulb moments
- ▶ Another client is private boarding school-there are many areas which need careful consideration



# Food Allergies- increasing

1:5 children are being  
diagnosed with food allergies



Currently 2 million people  
diagnosed with a food allergy  
and many more waiting for a  
diagnosis or already know  
which foods cause reactions



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



1:100 diagnosed with Coeliac  
disease



# What are the challenges presented by special diets ??



# What are the challenges presented by special diets ??

Likes and dislikes

v

allergies and intolerances

Do we need medical  
confirmation?

Allergens outside the "Top14"

Multiple Severe  
allergies



# What are the challenges presented by special diets ??

Current fad diets

Identification of pupils/students

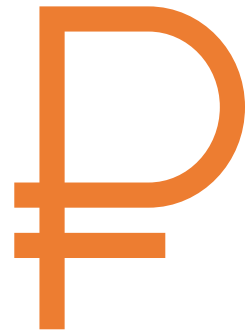
Keto diets

Medical conditions

Changes in allergic reactions and new reactions



# Developing a strategy to cater for the needs of various diets



P – Policy –start with a  
Food Allergy Policy



U- Understanding, Training,  
awareness and empathy



**P is for Policy “A set of ideas or a plan of what to do in particular situations that has been agreed to officially by a group of people.....”**

**Food Allergen Policy**

## Developing a strategy to cater for the needs of various diets

- ▶ P - Procedures- ensure robust procedures are in place.
- ▶ Emergency procedures –where is the EpiPen located?

## **Emergency Protocol -in case of anaphylactic reaction**

- ▶ **What procedure do you have in place in case of an emergency ?**
- ▶ **The Caterer is often the first person at the scene- can be viewed as a “first responder”**
- ▶ **Would you know what to do ?**

# Developing a strategy to Cater for the needs of Special Diets

- ▶ Planning and preparation
- ▶ Rationalise menus- all main courses naturally gluten free or ensure GF option available. Vegetarian options – offer vegan where possible –preferably freshly made using vegetables and pulses
- ▶ Adopt “How can we help” ?- rather than we can't do this
- ▶ Avoid JP or R options only !!



**L- Legal-**  
**An action or situation  
that is legal, is allowed  
or required by law**

- ▶ **Natasha's Law. Applies to food prepared on the premises, wrapped and ready to eat PPDS**
- ▶ **The item will be placed on a display unit and includes items such as sandwiches, baguettes, cakes and salads**





## Pret allergy death: parents describe final moments with their daughter

**Natasha Ednan-Laperouse, 15, died after suffering an allergic reaction to a baguette**



# Consequences of non- compliance

- ▶ **In-depth investigation**
- ▶ **Fine- case by case basis-fine  
dependent on size of business  
and harm caused**
- ▶ **Impact on the business-  
reputation**



## Printed Labels

- The information must appear on the package or on a label attached to the package.
- Must be easily visible and clearly legible.
- On the outside of the product and not obscured in any way.
- Must not be difficult to read due to poor lettering or colour contrast.
- The ingredient list has to be a minimum font size where x-height is 1.2mm or more. If products have a packaging surface less than 80 cm<sup>2</sup>, in which case the x-height can be reduced to 0.9mm. –(see FSA guidance)
- Labels can be handwritten as long as they meet the requirements of being easily visible and clearly legible.





- **Software solutions or labelling programmes with printers are recommended. We need to embrace technology !!**
- **Businesses may want to proactively plan for any incidents such as malfunctions, taking account of their particular business model. For example, they may wish to consider having some pre-printed labels to use in these circumstances**



## Natasha's Law

### PPDS Products

**Cheese & Pickle Sandwich made  
on the Premises, prepared and  
packed for direct sale**

**This includes items such as  
sandwiches, baguettes, cakes,  
salads**



## Natasha's Law

### Prior to October 2021

#### Grabba Ciabbatta

Cheese & Homemade Pickle Sandwich

**Wheat, Milk**

Use by: xx/xx/xx

### New Label PPDS

- ▶ **GrabbaCiabbatta** Cheese & Pickle Sandwich  
Ingredients: **Wheat** Flour (with added Calcium, Iron, Niacin, Thiamin), Water, Yeast, **Soya** Flour, Salt, Preservative: E282, Emulsifiers: E472e, E471, E481, Flour Treatment Agent: Ascorbic Acid. cheese (**milk**), butter (**milk**), Branston Pickle: Vegetables in variable proportions (51%) (Carrot, Rutabaga, Onion, Cauliflower), Sugar, **Barley Malt** Vinegar, Spirit Vinegar, Water, Tomato Purée, Date Paste (Dates, Rice Flour), Apple Pulp, Salt, Modified Maize Starch, Colour (Sulphite Ammonia Caramel), Onion Powder, Concentrated Lemon Juice, Spices, Colouring Food (Roasted **Barley Malt** Extract), Herb and Spice Extracts Use by: xx/xx/xx





Open V Closed

## Work with your suppliers



- Ensure that your product specifications are up to date
- Ensure that you have a process in place to manage changes in product ingredients
- Ensure that you have a robust process in place to manage supplier substitutions





# Communication is still important

- ▶ Still Confused ?? Which products will need a label?
- ▶ If there is an opportunity for the customer to have a conversation or find ingredient and allergen information easily (either on the website, via an app or using a menu)-then a full ingredient label is not required.

## Examples include:

- ▶ A deli shop where the customer places their own individual order. The customer is able to speak to a staff member
- ▶ Distance selling – food ordered online –Takeaways etc-Customer must have access to ingredient and allergen information



# Supporting NARF



▼  
E-Engagement  
“its what we  
do around  
here –culture”

The stronger a company’s culture,  
the better employees understand  
what is expected of them and what  
they’re working towards





# Thank You for listening

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