



Dear Parent/Guardian,

At Fresh Start Catering, the safety and wellbeing of the pupils we cater for is our highest priority.

As part of our ongoing commitment to strengthening allergen management and reducing risk within school kitchens, we are introducing an updated process for reviewing dietary, allergen and special dietary requirements within Meal Manager.

Why is this changing?

Over time, children's dietary requirements and medical information can change, so it is important that the information we hold remains accurate and up to date.

Our current system also allows medical requirements, faith-based dietary requirements and food preferences to be recorded together. In busy kitchen environments, this can make it harder for our catering teams to clearly identify genuine medical, allergen and faith-based dietary requirements.

To improve clarity and help us continue providing safe school meals, we are introducing a simple review process for all parents and carers before meal bookings are made for the new academic year.

As part of this review, requests relating to medical allergies and intolerances will now require appropriate medical evidence. This helps us ensure that children with genuine medical dietary requirements receive the appropriate support, while maintaining accurate records and enabling our catering teams to prepare meals using accurate, up-to-date medical information. Faith-based dietary requirements will continue to be supported without the need for medical evidence.

This change applies only to medical, allergen and faith-based dietary requirements. Food preferences and dislikes should not be recorded as dietary requirements.

What do I need to do?

From **Friday 24 July 2026**, when you first log into Meal Manager for the new academic year, you will be prompted to review and confirm your child's dietary information before continuing to book meals.

The dietary information currently held within Meal Manager will already be displayed for you to review. In most cases, this will simply be a quick check to make sure the information we hold is still correct. You will be able to confirm the existing information or update it where necessary before continuing to book meals.

If your child has a medically diagnosed allergy or medical dietary requirement, you must ensure the information is accurate and up to date and upload appropriate medical evidence,



such as confirmation from a GP, consultant or other healthcare professional. This enables us to verify medical dietary requirements, maintain accurate records and ensure our catering teams have the information they need to safely prepare the appropriate meals for your child.

If your child has a faith-based dietary requirement, you will also be asked to review and confirm this information. Medical evidence is not required for faith-based dietary requirements.

If your child has no medical, allergen or faith-based dietary requirements, you will simply be asked to confirm this before continuing to book meals.

This review helps ensure that the information we hold remains accurate, up to date and consistently recorded, supporting the safe provision of school meals for all pupils.

Recent years have seen an increased national focus on allergy safety within educational settings, including the Department for Education's consultation on supporting children and young people with medical conditions and allergy, together with wider developments associated with Benedict's Law. Fresh Start Catering remains committed to continually reviewing and strengthening its procedures in line with emerging best practice to support the safe provision of school meals.

Further information about allergy safety in educational settings can be found here:

Department for Education – Supporting Children and Young People with Medical Conditions and Allergy

<https://consult.education.gov.uk/medical-conditions-at-school/medical-conditions-at-school-statutory-guidance/>

Benedict's Law Campaign

<https://www.anaphylaxis.org.uk/our-campaigns/benedicts-law/>

Data Protection (UK GDPR)

Fresh Start Catering processes dietary, allergen, medical and faith-based dietary information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Information is collected solely for the purpose of safely providing school meals and supporting pupils' dietary requirements. Personal data is stored securely and accessed only by colleagues who require it to carry out their role.

Key updates

- A full ingredient breakdown will be available for each meal before ordering.
- All medical, allergen and faith-based dietary requirements must be recorded within Meal Manager.



- You will be prompted to review and confirm your child's dietary information before continuing to book meals for the new academic year.
- Medical allergy and intolerance requests will now require appropriate medical evidence, such as confirmation from a GP, consultant or other healthcare professional, before an adapted medical diet can be approved.
- Faith-based dietary requirements do not require medical evidence.
- Food preferences and dislikes should not be recorded as dietary requirements.

We recognise that obtaining supporting medical evidence can sometimes take time. By providing this information in advance, we hope families have sufficient opportunity to obtain any required documentation before the new process begins.

These changes have been designed to improve the accuracy of dietary information, strengthen allergen management and ensure we continue to provide the safest possible meal service for all children in our care.

Accurate dietary information is fundamental to providing safe school meals. By introducing this review process, we can help ensure dietary information is checked regularly, reduce the risk of outdated records and continue to provide appropriate support for pupils with medical, allergen and faith-based dietary requirements.

These changes are designed to improve clarity, reduce risk and, most importantly, help safeguard the children we serve.

If you have any questions or need assistance, please contact us at:

dietaryrequests@freshstartcatering.uk

Kind regards,

Fresh Start Catering