

FAQ:

1. There is a reference to the Chartwells Medical Diet request form being completed digitally? How does this work and how would the school get a copy of the form for their records?
The MD request form provided is editable
2. A child only needs a Medical Diet request form for actual food allergies/intolerances. For other religious/cultural diets e.g. vegetarian, do we still need to have our own form, which we then pass onto Chartwells?
Chartwells only need forms for allergies/intolerances, other dietary requirements need to be dealt with through menu choice at point of booking/counter
3. Notification of Religious and cultural diets- how this will work (we have a large proportion of these types of diet) (not a medical diet and therefore do not require a medical diet request form).
Chartwells do not need to be made aware of children who require religious or cultural diets through a formal process, they will be managed during service.
3. We have never asked for medical evidence of food allergies before. Do you find families resist this? Especially for those who were diagnosed a long time ago and may no longer have diagnosis letter? Do doctors charge for these letters?
It does cause some challenges, however, due to the work we have done with medical & legal experts, we believe our process to be ensure the best way to safeguard children and prevent errors. Our policy is in line with LACA National Allergen Management Policy, an industry wide code of conduct. Charging by doctors would be down to the approach taken by each medical practice.
4. What is a Chartwells Medical Evidence Support form (in lieu of medical evidence from a medical professional)?
Apologies, this should have been sent previously, now sent to the Trust for onward distribution, it may help with question 3
5. With regards to cash collections - we do have some parents that still pay for dinners in cash and won't use the online payments system, despite regularly being encouraged to by the school with help and assistance offered to set it up.
See below
6. What will Chartwells do about parents who can't/won't pay online. If they want to bring money into the school, how will Chartwells want this processed with no extra charges to the school (for cash collection).
The Trust has requested that online payments come direct to Chartwells, this will still potentially lead to issues around debt as we will need to work with each school to ensure we know who has the funds to pay for each meal. There was no requirement in the tender for cash payments to be managed/collected/banked, therefore Chartwells would not expect any costs associated with cash payments.
7. Surrey CC pay the fees to the secure cash collection company to get these monies/cheques collected from the secure and taken to the correct accounting centres for SCC school dinners
Not part of the tender and therefore not a budgeted cost that Chartwells have budgeted/agreed to incur. However, the school will have made savings due to fact there are no charges for this new catering service so you will not incur the previous catering provision charges that you had to pay the annual School Catering Framework Agreement plus the ALSA for Catering (Module 1)