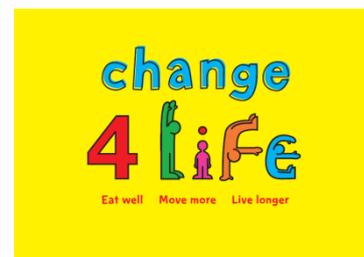


School Fruit and Vegetable Scheme



What's it all about?

The School Fruit and Vegetable Scheme (SFVS) is a government programme that entitles every child in England, aged 4-6 in fully state-funded schools to a piece of fruit or vegetable each school day, this equates to approximately 2.3m children in approximately 16,300 schools.

The scheme was introduced following the NHS Plan, launched in 2000, which included a commitment to implement a national fruit and vegetable scheme by 2004. The School Fruit and Vegetable Scheme is funded by the Department of Health.

SFVS National Helpdesk

☎ 01344 384 700

📠 01344 384 717

✉ sfvs@supplychain.nhs.uk

Eating 5 A DAY

The School Fruit & Vegetable Scheme is part of the national 5 A DAY programme. Fruit and vegetables are key to a healthy lifestyle and it is recommended that children eat at least five portions of fruit and vegetables every day. Research has indicated that on average children in England only eat around three portions daily, with many eating fewer.



Meet the SFVS Team



Kathryn Browne
Senior Buyer



Kate Hitchings
Data Analyst



Kirsten Knibbs
Admin Assistant



Nicola Gardner
SFVS Customer
Services Advisor



Veena Shastri
Assistant Data
Processor

Consumption Calendar

(Subject to change each term)

A consumption calendar is issued each term and provides an indication of the fruit and vegetables consumed each week. Due to the nature of the products being supplied these plans are subject to change.

The table below illustrates the consumption calendar for the summer 2015 term.

| National Plan Summer 2015 - ALL DAYS ARE CONSUMPTION DAYS NOT DELIVERY DAYS | | | | | | | | | | | |
|---|-----|--------------|---------------------------|-----------|------------|------------|------------|--------------|-----------|-----------------|--------------------|
| Summer Term 2015 | W/C | 30-Mar-15 | 06-Apr-15 | 13-Apr-15 | 20-Apr-15 | 27-Apr-15 | 04-May-15 | 11-May-15 | 18-May-15 | 25-May-15 | |
| | Mon | Apple | EASTER HOLIDAYS (2-weeks) | | | Raisin | Apple | Bank Holiday | Apple | Apple | Half-Term (1 week) |
| | Tue | Easy Peel | | | | Apple | Easy Peel | Easy Peel | Easy Peel | Easy Peel | |
| | Wed | Pear | | | | Tomato | Tomato | Tomato | Tomato | Tomato | |
| | Thu | Banana | | | | Easy Peel | Banana | Banana | Banana | Banana | |
| | Fri | Bank Holiday | | | | Carrot | Carrot | Carrot | Carrot | Carrot | |
| | W/C | 01-Jun-15 | 08-Jun-15 | 15-Jun-15 | 22-Jun-15 | 29-Jun-15 | 06-Jul-15 | 13-Jul-15 | 20-Jul-15 | 27-Jul-15 | |
| | Mon | Raisin | Apple | Apple | Apple | Tomato | Apple | Apple | Apple | Summer holidays | |
| | Tue | Apple | Easy Peel | Easy Peel | Easy Peel | Easy Peel | Easy Peel | Easy Peel | Easy Peel | | |
| | Wed | Easy Peel | Tomato | Carrot | Tomato | Sugar Snap | Sugar Snap | Sugar Snap | Carrot | | |
| | Thu | Tomato | Banana | Banana | Banana | Banana | Banana | Banana | Banana | | |
| | Fri | Carrot | Carrot | Tomato | Strawberry | Carrot | Tomato | Carrot | Tomato | | |

Product Information



Apples

Storage: Refrigerate if possible but if not, somewhere cool, dry, away from direct sunlight, cleaning equipment and off the ground.

Preparation: Wash.



Pears

Storage: Refrigerate if possible but if not somewhere cool, dry, away from direct sunlight, cleaning equipment and off the ground.

Preparation: Wash.



Soft Citrus

Storage: Preferably in a fridge but if not somewhere cool, dry, away from direct sunlight, cleaning equipment, and ideally off the ground.

Preparation: None, although some children may need help with peeling the fruit.



Bananas

Storage: Do not refrigerate. Somewhere dry and away from direct sunlight, cleaning equipment and off the ground.

Preparation: None, although some children may need help with peeling.



Carrots (Whole or prepared)

Storage: Always in a refrigerator.

Preparation: Place the prepared carrots in a bowl of water to rehydrate if necessary. The whole carrots will need to be washed.



Cocktail Tomatoes

Storage: Somewhere cool, dry, away from direct sunlight and chemicals, and ideally off the ground.

Preparation: Rinse.



Sugar Snap Peas

Storage: Preferably in a fridge but if not somewhere cool, dry, away from direct sunlight, cleaning equipment, and off the ground.

Preparation: Wash.



Strawberry

Each punnet contains: 20 to 40 berries. A punnet will provide 2 to 4 berries each for 10 children. **The strawberries must be consumed on the day of delivery.**

Storage: Always in a refrigerator.

Preparation: Rinse.

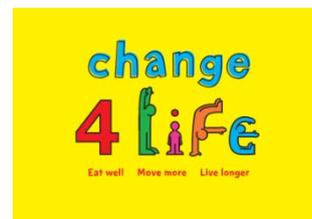


Raisins/Sultanas

****These are provided for consumption on the first day back to school after a holiday****

Storage: Somewhere cool, dry, away from direct sunlight, cleaning equipment, and ideally off the ground.

Preparation: None.



Helpful Produce Advice

The quality of fresh produce can be heavily affected by seasonality. Although we endeavour to minimise any impact this may have on schools, at certain times of the year this can present more of a challenge. During these times we all need to work together to ensure that the children receive quality produce.

Soft Citrus

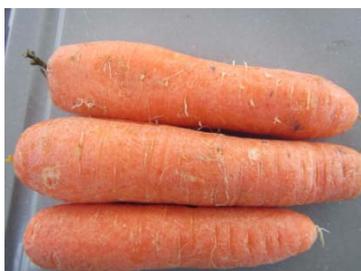
There are two periods each year referred to as “the shoulders of the seasons”. The first usually occurs mid March to late April, when we move from Northern to Southern hemisphere fruit. The second, early October to mid November, when we move from Southern to Northern hemisphere fruit.

The length of this ‘window’ of transition differs each year and can be between 4 – 6 weeks. In the early weeks of these periods the fruit will be late season and may appear to look old, not as tasty and the skin may be more pitted than normal. In the later weeks we will have early season fruit. This fruit is fragile and can breakdown quicker than normal. Some fruit is put through a de-greening process, this is to give the fruit the traditional orange colour, this does not alter the taste just the appearance however it can cause the fruit some distress and shorten the life of the produce. The fruit will generally have a green tinge for the first few weeks.

To ensure that the produce is given to the children in its prime condition, we would ask you to inspect the fruit upon receipt and, regardless of the consumption calendar, the fruit may need to be eaten prior to it’s scheduled consumption day. If so, please swap it with another product that will last an additional day. Apples tend to have a good shelf life during the citrus shoulders of season.

All Carrots

Prepared and fresh carrots can sometimes dry out in bags and can look unappealing. They may have a white/silver tinge (see picture below) and will bend due to dehydration. Carrots can be soaked in a bowl of cold water for 5 minutes to return to their anticipated condition and be more appealing for children to eat.



Essential Information Required from Schools

All deliveries must be checked and signed for, upon receipt by your school. Shortages must be reported within 24 hours of receipt to your distributor.

Pupil numbers vary each year and can change during an academic year with Spring and Summer term intakes. Unfortunately a system has yet to be devised to automatically notify us of pupil number changes.

Pupil Numbers for a New Academic Year

In June you will receive an “Annual Registration Form” from your distributor. This must be completed and returned to your distributor before your school closes for the summer break. Any minor changes, such as additional Inset Days or bulk classes added during the holidays, can be notified in the new school year.

Interim Pupil Number Changes

If your school has more than one intake each year, or you have additional pupils starting school in September or at the start of other terms, you will need to complete a new “Pupil Number and Term Dates” form and submit it to sfvs@supplychain.nhs.uk.

Inset Days

The SFVS will only fund 190 days of fruit or vegetables each academic year. It is essential that you notify your distributor in advance of your Inset Days. Failure to do so, could mean that fruit deliveries to your school will stop up to a week before the end of the school year due to your school having received fruit for consumption on Inset Days.

School Details Change

- Status – If you are becoming an Academy you need to inform the helpdesk in writing at sfvs@supplychain.nhs.uk.
- Address – If you are moving please notify us in writing at sfvs@supplychain.nhs.uk as we will need to verify your move. Furthermore, our distributors are not able to amend delivery addresses without approval. Failure to do so could result in deliveries being missed or delayed.
- Ensure your school details are correct on **Edubase** which is the Department of Education's national school register. Please see link below for further details:
<http://www.education.gov.uk/edubase/home.xhtml?jsessionid=8EE27D86A9F95EC6107F0A139E6E2978>

Academies and Free Schools

Academies are publicly funded independent schools, free from local authority and national government control.

Free Schools are all-ability, state-funded schools with Academy status, set up in response to parental and community demand.

Academies and Free Schools have the ability to change the length of their terms and school days.

The SFVS receives funding to supply a maximum of 190 days of fruit or vegetables each academic year.

If you are an Academy or a Free School and chose to have alternative term dates to those set out by your Local Authority, you need to be aware that we are unable to guarantee a supply of fruit and vegetables during Local Authority school holidays.



Allergies

The following guide has been prepared to aid schools with pupils affected by allergies.

In the first instance schools need to contact the SFVS at sfvs@supplychain.nhs.uk, with the following information:

Child's age

Type of allergy

Product(s) they are allergic to

Each case is assessed on an individual basis. The most important factor is the child's welfare but the needs of other children eligible for the SFVS must also be considered. In the first instance schools are asked to manage the allergy at a local level; this is to ensure that other children are not excluded from receiving a particular type of produce.

Vehicles deliver fruit and vegetables to numerous schools, and, although the product may be substituted for a particular school, there is still a risk of cross-contamination during transportation. This emphasises the importance of food hygiene.

If managing the allergy at a local level is not possible and/or the allergy is life threatening, arrangements will be made for an alternative product. In order to do this however, written acknowledgment must be provided by the school and the child's parent/guardian, consenting that the child can continue to participate in the scheme and acknowledging the potential risk of cross contamination.

Once the child with the allergy moves to Key Stage 2 the deliveries of substituted fruit will revert back to the original produce.

In cases where the allergy lies with an adult member of staff, replacement produce cannot be provided and the school must manage the allergy at a local level.



Special Needs Schools

Each Special Needs establishment is assessed on an individual basis. Should the products delivered to your school be unmanageable for the children in attendance, we are able to make changes to the produce to accommodate their needs. This will mean that there will be less variety. Please contact our helpdesk at sfvs@supplychain.nhs.uk for further guidance.



First Week Back to School After a Holiday

In most instances raisins are provided to schools for consumption on the first day back to school after each holiday. Occasionally schools may receive fresh produce.

Deliveries of raisins will be made during term time, prior to the end of term and normally with a delivery of other SFVS items. The raisins must be stored by each school and must NOT be distributed prior to the allocated day.

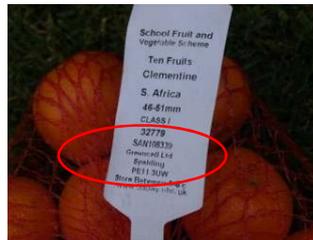
We are only able to provide a maximum of 6 portions of dried fruit to children during any academic year.

Complaints Procedure

The School Fruit and Vegetable Scheme strives to deliver quality produce with a high standard of customer care. All feedback and complaints are vital to the successful operation of the scheme and assist in maintaining and improving the quality of produce and delivery services. The following guidelines provide advice on who to contact under what circumstances:

Poor Quality Produce Received

- In the first instance, please contact your distributor; you will require the traceability code from the produce label (on plastic bags it is printed directly onto the bag). Provided that the traceability code matches that weeks delivery, the distributor will arrange a replacement to be delivered as soon as possible. In the meantime, you may be required to use produce designated for the following day .
- Your distributor will then email you a copy of our complaints form which must be completed and returned to them as soon as possible.
- All complaints are reported by your distributor to the SFVS helpdesk once they have been resolved.
- If you feel that the complaint has not been resolved or appears to be taking longer than expected, please do not hesitate to escalate the complaint further by contacting the SFVS helpdesk at sfvs@supplychain.nhs.uk.



Example of traceability code.

No Delivery Received

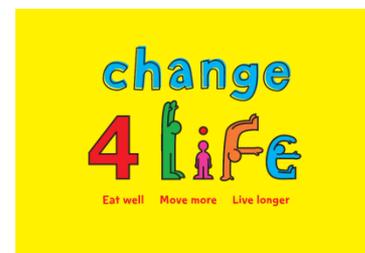
- In the first instance, please contact your distributor who will be able to advise you whether there has been a delay and when you can expect delivery. Please be aware that although it may appear that you have a regular delivery time, this is not the case as bespoke delivery slots are not provided.
- Consumption of fruit on the same day as delivery should only occur on the first week back to school after a break. By the end of the first week, distributors will have caught up and deliveries would take place for consumption the following day. There is an exception to this rule when an entire delivery of fruit must be replaced in which case you will be requested to consume the following days produce, allowing the distributor time to deliver a replacement.

Unsatisfactory response from distributor

- If you feel that you are not getting satisfactory response to issues or satisfactory service by your distributor please contact the national helpdesk at sfvs@supplychain.nhs.uk.

Foreign object found in product

- Please contact us immediately on **01924 328 518**



The information provided on this form is essential to our investigations. Please ensure that it is completed in full. If a foreign body is found in the produce please contact the National Helpdesk on 01924 328518 for a Food Safety form.

| | |
|---|---|
| School name | Contact Name of person making complaint |
| Town | Telephone |
| Post code | E Mail |
| Supplier information | Product complaint information |
| Product Description (<i>delete as applicable</i>) Apples/ Bananas/ Easy Peel/ Carrots/ Mini cucumbers/ Strawberries/ Pears/ Tomatoes/ Other (<i>please state</i>) | Description of product complaint Delivery/ Packaging/ Quality/ Quantity (<i>delete as applicable</i>) Please expand the information: |
| Variety/ Country of Origin | |
| Identification/traceability code on bag/ punnet | |
| Delivery date | Date detected |
| Distributor | Location of distributor – if applicable |
| Storage location of food | |
| Action taken | |

Please return to email: sfvs@supplychain.nhs.uk

Alternatively you can send the form by fax to 0870 607 9778.