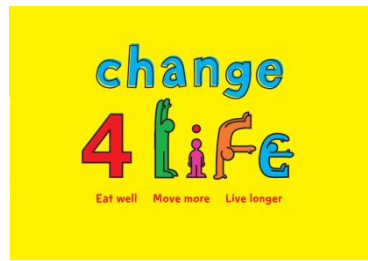




# School Fruit and Vegetable Scheme



## What's it all about?

The School Fruit and Vegetable Scheme (SFVS) is a government programme that entitles every child 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 16,600 schools across England.

The scheme was introduced after the NHS Plan, launched in 2000, included a commitment to implement a national fruit and vegetable scheme by 2004. The School Fruit and Vegetable Scheme is funded by central Government.

## 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 healthier lifestyle for all of us and experts recommend that everyone eats at least five portions of a variety of fruit and vegetables in a day.

Eating fruit and vegetables every day helps children and teenagers grow and develop, boosts their vitality and can reduce the risk of many chronic diseases - such as heart disease, high blood pressure, some forms of cancer and being overweight or obese.

SFVS National Helpdesk

☎ 03306 780 926

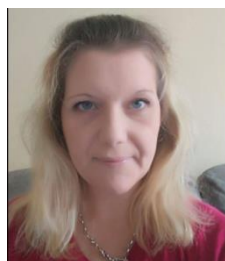
✉ [sfvs@supplychain.nhs.uk](mailto:sfvs@supplychain.nhs.uk)



# Meet the SFVS Team



Kathryn Browne  
Senior Buyer



Tracey-Anne Bunn  
Admin Assistant



Veena Shastri  
Customer Data Analyst

## Consumption calendar

A consumption calendar gives a guide as to which product should be consumed by the children each day. Please be aware due to the nature of the products they may change slightly in comparison to the calendar. With the exception of strawberries, fruit should not be consumed on day of delivery.

Autumn Term 2017	W/C	04-Sep-17	11-Sep-17	18-Sep-17	25-Sep-17	02-Oct-17	09-Oct-17	16-Oct-17	23-Oct-17
	Mon	Raisins	Pear	Pear	Pear	Pear	Pear	Green Apple	Half-Term (1 week)
	Tue	Carrot	Apple	Apple	Apple	Apple	Apple	Pear	
	Wed	Pear	Pear or Apple tbc	Pear or Apple tbc	Pear or Apple tbc	Pear or Apple tbc	Pear or Apple tbc	Red Apple	
	Thu	Apple	Banana	Banana	Banana	Banana	Banana	Banana	
	Fri	Pear or Apple tbc	Carrot	Carrot	Carrot	Carrot	Carrot	Carrot	
	W/C	30-Oct-17	06-Nov-17	13-Nov-17	20-Nov-17	27-Nov-17	04-Dec-17	11-Dec-17	18-Dec-17
	Mon	Raisins	Pear	Pear	Pear	Pear	Pear	Pear	Pear
	Tue	Easy Peel	Apple	Apple	Apple	Apple	Apple	Apple	Apple
	Wed	Apple	Easy Peel	Easy Peel	Easy Peel	Easy Peel	Easy Peel	Easy Peel	Christmas Hols
	Thu	Pear	Banana	Banana	Banana	Banana	Banana	Banana	
	Fri	Carrot	Carrot	Carrot	Carrot	Carrot	Carrot	Carrot	

This calendar changes termly, please email us at [sfvs@supplychain.nhs.uk](mailto:sfvs@supplychain.nhs.uk) or call 03306 780 926 if you would like an updated calendar for your current term.

# Product information



## •Apples

•Each bag contains 10 pieces, each child has 1 piece.

•**Storage:** Preferably kept in a refrigerator, otherwise store somewhere cool, dry, away from direct

sunlight, cleaning equipment and off the ground.

•**Preparation:** Wash



## •Pears

•Each bag contains 10 pieces, each child has 1 piece.

•**Storage:** Preferably kept in a refrigerator, otherwise store somewhere cool, dry, away from direct sunlight, cleaning equipment and off the ground.

•**Preparation:** Wash



## •Soft Citrus

•Each bag contains 10 pieces, each child has 1 piece.

•**Storage:** Preferably kept in a refrigerator, otherwise store 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

•Each bag contains 10 pieces, each child has 1 piece.

•**Storage:** **DO NOT REFRIGERATE.** Store somewhere dry and away from direct sunlight, cleaning equipment and off the ground.

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



## •Carrots

•Each bag contains 10 pieces, each child has 1 piece,

•**Storage:** Preferably kept in a refrigerator. Fresh carrots can sometimes dry out.

•**Preparation:** Wash



## •Cocktail Tomatoes

•Each bag contains 10 pieces, each child has 1 piece each.

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

•**Preparation:** Wash

### • Sugar Snap Peas



- Each bag contains around 30 pieces, each child to have 2-3 pieces.
- **Storage:** Preferably kept in a refrigerator, otherwise store somewhere cool, dry, away from direct sunlight, cleaning equipment, and off the ground
- **Preparation:** Wash

### • Strawberry



- Strawberries are to be consumed on day of delivery.
- Each punnet contains: 20 to 40 berries. A punnet will provide 2 to 4 berries each for 10 children
- **Storage:** These must always be stored in a refrigerator
- **Preparation:** Wash

### • Raisins/Sultanas



- **\*\*These are provided for consumption on the first day back to school after a holiday\*\***
- Please do not hand the raisins out to the children until the first day back to school after a holiday or the children will miss a consumption day.
- Each bag contains 30 packs, each child has 1 pack each.
- **Storage:** Somewhere cool, dry, away from direct sunlight, cleaning equipment, and ideally off the ground.
- **Preparation:** None

### • Mini Cucumbers



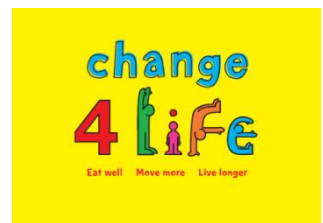
- Each bag contains 10 pieces, each child has 1 piece each.
- **Storage:** Preferably kept in a refrigerator, otherwise store somewhere cool, dry, away from direct sunlight, chemicals and ideally off the ground. Storing with fruit can turn mini cucumbers yellow.
- **Preparation:** Wash

### • Sweet Bite Peppers



- Each bag contains 10 pieces, each child has 1 piece.
- **Storage:** Preferably kept in a refrigerator, otherwise store in a cool dry place.
- **Preparation:** Wash

## Helpful produce advice



The quality of fresh produce can be heavily affected by the seasons. Although we endeavour to minimise any impact this may have on schools at certain times of the year this presents a larger than normal 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.

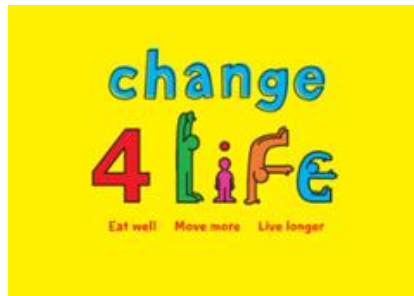
The length of this ‘window’ of transition differs each year and can be between 4 – 6 weeks. In the early weeks of these periods the fruit will be late season and may appear to look old, not as tasty and the skin maybe more pitted than normal. In the later weeks we will have early season fruit. This fruit 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.

### Carrots

Fresh carrots can sometimes dry out in the bags and can look unappealing. They will have a white / silver tinge (see picture below) and will bend due to dehydration. The carrots need to be soaked in a bowl of cold water for 5 minutes and they will return to their anticipated condition and be good for the 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 to your distributor. We suggest you check the delivery for the quantity to ensure the correct number of bags have been delivered and for quality.

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 May or June every academic year you will receive an “Annual Registration” form from your distributor. This will need to be completed and returned to your distributor before the deadline given on the form. Any changes, after you have returned your Annual Registration form should be submitted to the SFVS helpdesk using a Pupil Number and Term Dates form. If you haven't received an annual registration form by June please email the SFVS Helpdesk at [sfvs@supplychain.nhs.uk](mailto:sfvs@supplychain.nhs.uk) to request one.

### 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 than originally notified, you will need to complete a new “Pupil Number and Term Dates” form and submit it to [sfvs@supplychain.nhs.uk](mailto:sfvs@supplychain.nhs.uk). A “Pupil Number and Term Dates” form is to be completed and submitted with each change of pupil numbers.

### Inset days.

The SFVS only receive funding for a maximum of 190 days of fruit or vegetables each academic year. It is essential that you notify your distributor within plenty of time of your Inset Days. Failure to do this, will 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 to [sfvs@supplychain.nhs.uk](mailto:sfvs@supplychain.nhs.uk), you will then receive a “change of details” form from us to complete.
- Address – If you are moving please notify us as above as we will need to verify the move and our distributors are not able to amend delivery address without approval, therefore unfortunately deliveries will stop if we have not been notified.
- Ensure your school details are correct on “**Get Information about Schools**” which is the Department of Education’s national school register. Please see link below

<https://get-information-schools.service.gov.uk/>

# Academies and Free Schools

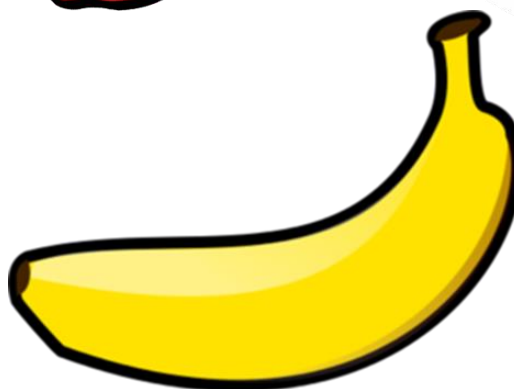
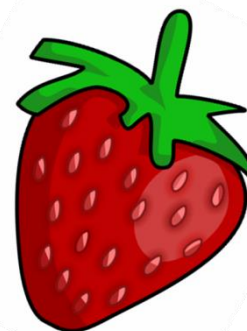
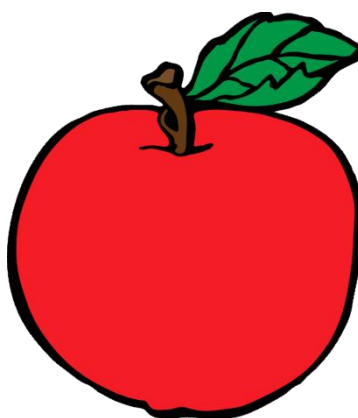
Academies are publicly funded independent schools, free from local authority and national government control.

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 choose 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

There are a number of allergies that affect the children in different ways. If your school is affected by an allergy, we have included this guide.

In the first instance schools need to contact [sfvs@supplychain.nhs.uk](mailto:sfvs@supplychain.nhs.uk), you will then receive an allergy declaration form from us to complete. This form will ask for information such as school details, year group of child, the type of allergy, the product and any other information that can be provided on the allergy.

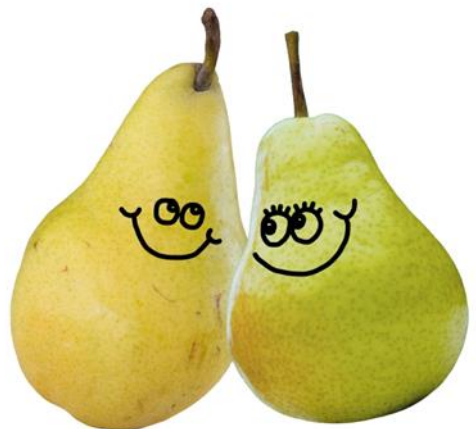
Each case is assessed on an individual basis.

The most important factor is the child's welfare and we must consider the other children in the school who are eligible for the SFVS. We ask schools if they are able to manage an allergy at a local level, this is to ensure other children do not miss out on a popular piece of produce. It also offers educational benefits in teaching consideration to others and understanding the needs of others.

Our vehicles also deliver fruit for other schools, and although we may be able to replace produce for your school, there is still a risk of cross contamination, therefore food hygiene is of paramount importance.

If managing the allergy at a local level is not possible, and the allergy is life threatening, we will arrange to offer an alternative product. However, we will require written acknowledgement from the school and the child's parent/guardian giving consent for the child to continue participating in the scheme understanding that there is a risk of cross contamination.

Once the child with the allergy moves into Key Stage 2 we will re-send you an allergy declaration form at the end of each academic year, we do this as your school may have a ban on a fruit entirely. If we do not hear back from you within 2 weeks you will revert back to the full calendar.





## 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](mailto:sfvs@supplychain.nhs.uk) for further guidance.



## First week back to school after a holiday

Raisins are provided to most schools for consumption on the first day back to school after each holiday. Some schools may receive fresh produce for the first day back to school instead of raisins.

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 allocation 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 as it assists us to identify produce that may be of poor quality and highlights possible delivery issues that you and other schools may be experiencing. You may find the following guidelines helpful in knowing who to contact under what circumstances:

## Poor quality produce received

- To report poor quality produce received please complete and return a complaints form no later than the day of consumption. The form can be obtained from your distributor or from the SFVS Helpdesk. You will require the traceability code from the produce label (on plastic bags it is printed directly onto the bag). Providing 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 need to use produce needed for the following 2 days.
- Please keep all poor quality produce to return with the driver on next delivery.
- If you feel that the complaint has not been resolved or appears to be on going, please do not hesitate to escalate the complaint to us at the helpdesk [sfvs@supplychain.nhs.uk](mailto:sfvs@supplychain.nhs.uk).
- Your distributors report all complaints to the helpdesk once they have resolved the issue.



Traceability code examples



## No delivery received

- In the first instance, please contact your distributor who will be able to advise you of when you can expect delivery, if there has been a delay. Please be mindful that although it may appear that you have a regular delivery time, it is not a set delivery time as we are unable to offer bespoke delivery slots.
- The only time you should be eating fruit on the day of delivery is the first week back to school after a break, by the end of that first week, the distributors will have caught up and your deliveries will always be for consumption the following day.

There is an exception to this :- if your entire delivery of fruit has had to be replaced and you may be asked to eat the following days produce allowing the distributors time to deliver the 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](mailto:sfvs@supplychain.nhs.uk).

## Foreign object found in product

- Please contact us immediately on **01344 384700**

# Essential information required from schools

All deliveries must be checked and signed for, upon receipt at your school. Shortages must be reported within 24 hours to your distributor. We suggest you check the delivery for the quantity to ensure the correct numbers of bags have been delivered and for product quality.

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.

During the Summer Term each academic year you will receive an “Annual Registration” form from your distributor. This will need to be completed and returned to your distributor before the deadline shown on the form. Failure to meet this deadline may mean that your deliveries do not commence at the start of the new academic year. **Deliveries will take up to 2 weeks to reinstate**, therefore it is vital that your form is returned promptly.

Any changes to your pupil numbers or term dates, after you have returned your Annual Registration form should be submitted to the SFVS helpdesk using a Pupil Number and Term Dates form. If you haven't received an Annual Registration form by June please email the SFVS Helpdesk at [sfvs@supplychain.nhs.uk](mailto:sfvs@supplychain.nhs.uk) to request one.

## Interim pupil number changes.

If your school has more than one intake each year, or you have additional pupils starting school than originally notified, you will need to complete a “Pupil Number and Term Dates” form and submit it to [sfvs@supplychain.nhs.uk](mailto:sfvs@supplychain.nhs.uk). A “Pupil Number and Term Dates” form is to be completed and submitted with each change of pupil numbers. Changes to delivery quantities can take up to 2 weeks, so please provide us with sufficient notice of any increases.

## Inset days.

The SFVS only receive funding for a maximum of 190 days of fruit or vegetables each academic year. It is essential that you notify your distributor within plenty of time of your Inset Days. – a minimum of 2 weeks. Failure to provide sufficient notice of Inset Days or other school closures will mean that fruit deliveries to your school may 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 changing status e.g. becoming an Academy you need to inform the helpdesk in writing to [sfvs@supplychain.nhs.uk](mailto:sfvs@supplychain.nhs.uk). You will be sent a “Change of Details” form to complete providing us with your new details.

- Address – If you are moving please notify us as above as we will need to verify the move. Our distributors are not able to amend delivery address without our approval; therefore unfortunately deliveries will stop if we have not been notified.

- Ensure your school details are correct on “**Get Information about Schools**” which is the Department of Education’s national school register. These include things like age-range, nursery provision, address – in particular postcode.

“**Get Information about Schools**” can be found here <https://get-information-schools.service.gov.uk/>

# Frequently asked questions and answers

## -“Can a school request for a specific fruit to be removed from delivery?”

A school can ask for a specific product to be removed from their deliveries, however when a school requests for a product to be removed it will not be replaced with another product. One of the aims of the SFVS is to encourage children to eat products that they would not necessarily choose to eat and also offer a variety of items during a week. Research by UCL shows "that after tasting a new vegetable at least ten times, children like it more and will eat more of it".

## -“We are waiting for our delivery and the children have no fruit for break. When is our delivery due?”

You may be out of sync with the consumption calendar. Products delivered are not to be consumed on that day. For example, Mondays delivery is to be consumed on Tuesday and Wednesday. This will ensure all schools have fruit in time for break. Delivery days are Monday, Wednesday and Friday on one week and Tuesday and Thursday the second week. These weeks will alternate.

## - “Do we need to renew our allergy form?”

Allergy forms need to be renewed annually. We require an updated allergy form each summer term for the academic year starting in September. This enables us to put the schools back on full calendar as soon as possible should the person with the allergy no longer be part of the scheme.

## - “What do we do if our delivery is short of products?”

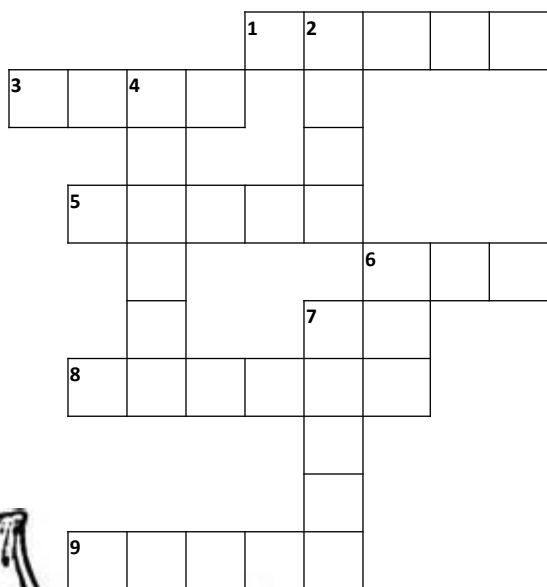
When receiving a delivery the produce must be checked on arrival to ensure the school is receiving the correct amount of bags and that the produce is of good quality. Should there be an issue with either of these things the driver is to be notified immediately in order for the distributor to rectify the issue. Should you discover the produce declines in quality after it has arrived at the school please use the complaints form provided to notify us of the issue. All complaints must be received on or before the day of consumption and we require a traceability code from the packaging so please ensure you keep all poor quality produce to return on next delivery.

## - “We had an inset day and now there is no fruit for the children”

If the inset day falls on the day after a holiday you should have raisins for consumption on the day of return. If you have stated on your annual registration form or when providing us with the school inset days that you are able to accept deliveries then delivery will commence as scheduled. Please let us know if your school is open to accept deliveries or completely closed on inset dates. If you are closed and cannot accept deliveries then your school may go without fruit for 2 days if the closure falls on your scheduled delivery day. Should this happen schools are advised to ask parents if they are able to provide snack for their children on this occasion.

## Children's section

B	Q	G	H	P	K	I	N	A	K	Banana
T	A	N	L	E	U	M	N	P	K	Soft citrus
O	T	N	T	A	A	B	A	P	F	Pear
M	Z	O	A	Y	P	E	E	L	T	Apple
A	A	P	Z	N	E	M	E	E	E	Peel
T	S	F	V	S	A	U	Y	T	W	Sugarsnap
O	S	U	G	A	R	S	N	A	P	SFVS
P	O	L	C	A	R	R	O	T	J	Carrot
K	F	A	E	L	T	B	X	A	T	Tomato
S	U	R	T	I	C	T	F	O	S	Soft

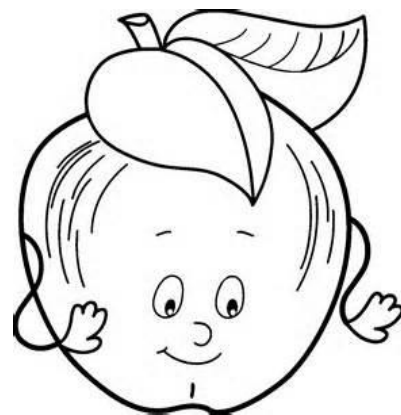
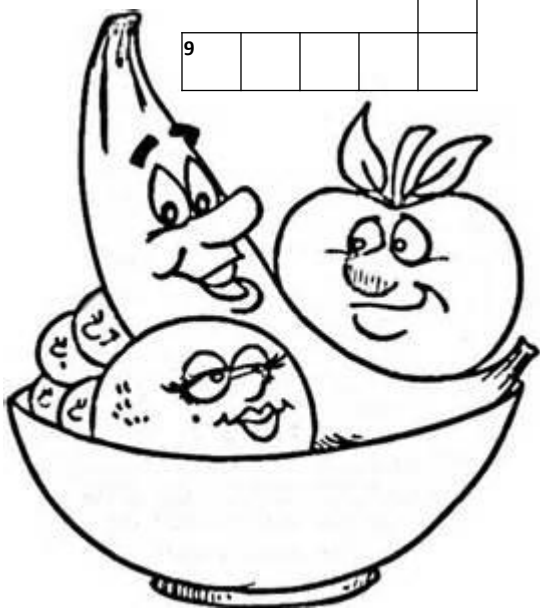


### Across

- 1 What are apples, pears and bananas?
- 3 Pears ---- on trees
- 5 Rearrange these letters :- Pineapple is YNATG
- 6 What colour are Strawberries?
- 8 What colour are bananas?
- 9 Raisins are ----- grapes

### Down

- 2 A ---- red apple
- 4 What colour are Carrots?
- 6 We eat carrots ---
- 7 What shape are tomatoes?



The SFVS co-ordinated a 'Create a Story Competition' in the south East, London and North East regions. Over 300 entries we received. The winning school was **Green Lane Primary School, Middlesborough**, who wrote their story as a class effort. We hope that you enjoy reading it.



One Sunny day  
Arnie Apple decided to  
go for a picnic with  
his Capespan friend  
Olivia Orange.



He packed a basket of  
healthy, delicious food  
including crunchy vegetables,  
fresh, juicy fruit and tasty  
sandwiches.



Arnie wanted to make sure he ate his birthday.  
Arnie and Olivia arrived at the park and ~~took~~ laid out  
the picnic blanket and began eating their picnic.



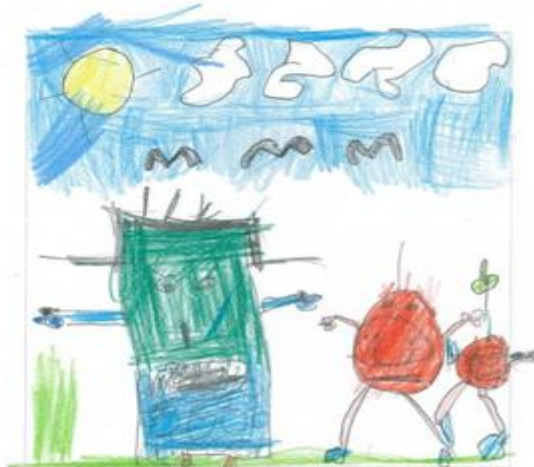
Along came Sticky Sweets.  
He sat down near to the fruit and  
began to eat his own picnic of  
crisps, cakes, chocolate and fizzy  
drinks.



As he ate Sticky  
threw his wrappers  
all over the floor.  
Arnie and Olivia were shocked you  
need to put your wrappers in the  
bin. Said Arnie.



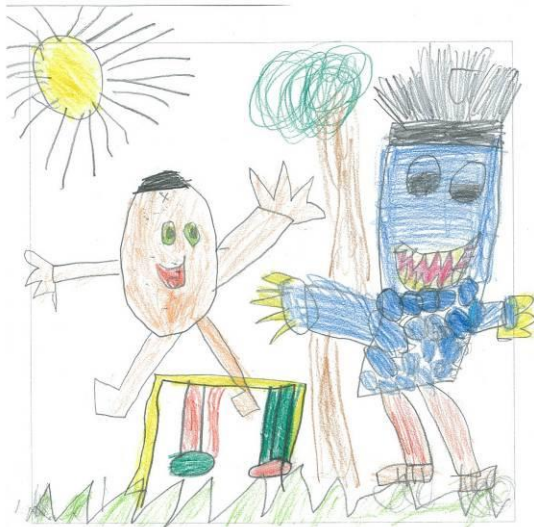
After he had  
eaten everything in his  
picnic Sticky didn't feel  
very well. I feel sick  
said Sticky.



Arnie and olivia explained that eating unhealthy food all of the time will make sticky feel sick. By eating some healthy food, like we have in our picnic said olivia.



Later that afternoon Arnie and olivia were going to do some exercise, come for Arnie with us says Arnie to Sticky.



Sticky went for a run and promised to change his ways. Thank you for teaching me all about being healthy.

Sticky sweets learns that he needs to be healthy and be fit with the help of Arnie Apple and olivia orange. He also learns another lesson, read our story to find out what it is.