

Catering Allergen Protocols

Reviewed: September 2025

To be reviewed: September 2028

Hollington Primary School and Nourish Catering strive to ensure the safety and wellbeing of all members of the school community. For this reason, these protocols are to be adhered to by all staff members, parents and pupils of the school, as well as staff employed by **Nourish**, with the intention of minimising the risk of anaphylaxis occurring during lunchtime **and extended school** service.

In order to effectively implement these protocols and ensure the necessary control measures are in place, parents are responsible for working alongside the school in identifying allergens and potential risks, in order to ensure the health and safety of their children.

The school does not guarantee a completely allergen-free environment; however, these protocols will be utilised to minimise the risk of exposure to allergens and encourage self-responsibility.

Definitions

For the purpose of this protocol:

Allergy – is a condition in which the body has an exaggerated response to a substance. This is also known as hypersensitivity.

Allergen – is a normally harmless substance that triggers an allergic reaction for a susceptible person.

Allergic reaction – is the body's reaction to an allergen.

Anaphylaxis – is also referred to as anaphylactic shock, which is a sudden, severe and potentially life-threatening allergic reaction.

The headteacher is responsible for:

- The development, implementation and monitoring of this protocol and related policies.
- Ensuring that parents are informed of their responsibilities in relation to their child's allergies.
- Ensuring that all designated first aiders are trained in the use of adrenaline auto-injectors (AAIs) and the management of anaphylaxis.
- Ensuring that all staff members are provided with information regarding allergic reactions and anaphylaxis, including the necessary precautions and how to respond.
- Ensuring that catering staff are aware of pupils' allergies and act in accordance with the school's policies regarding food and hygiene, including this policy.

The school office is responsible for:

- Ensuring that there are effective processes in place for medical information to be regularly updated and disseminated to relevant staff members, including supply and temporary staff.

- Seeking up-to-date medical information about each pupil via a medical form sent to parents on an annual basis, including information regarding any allergies.
- Contacting parents for required medical documentation regarding a pupil's allergy.

All staff members are responsible for:

- Attending relevant training regarding allergens and anaphylaxis.
- Being familiar with and implementing pupils' individual healthcare plans (IHPs) as appropriate.
- Responding immediately and appropriately in the event of a medical emergency.
- Reinforcing effective hygiene practices, including those in relation to the management of food.
- Monitoring all food supplied to pupils by both the school and parents.
- Ensuring that pupils do not share food and drink in order to prevent accidental contact with an allergen.

The catering company are responsible for:

- Ensuring that all relevant risk assessments, e.g. to do with food preparation, have been carried out and controls to mitigate risks are implemented.
- Ensuring the practices of kitchen staff comply with their allergen policy and this protocol and that training is regularly reviewed and updated.

Kitchen staff are responsible for:

- Ensuring they are fully aware of the rules surrounding allergens, the processes for food preparation in line with this policy, and the processes for identifying pupils with specific dietary requirements.
- Ensuring they are fully aware of whether each item of food served contains any of the main 14 allergens, as is a legal obligation, and making sure this information is readily available for those who may need it.

All parents are responsible for:

- Notifying the school of their child's allergens, the nature of the allergic reaction, what medication to administer, specified control measures and what can be done to prevent the occurrence of an allergic reaction.
- Keeping the school up-to-date with their child's medical information.
- Providing the school with written medical documentation, including instructions for administering medication as directed by the child's doctor.
- Raising any concerns they may have about the management of their child's allergies with the classroom teacher.

All pupils are responsible for:

- Ensuring that they do not exchange food with other pupils.
- Avoiding food which they know they are allergic to, as well as any food with unknown ingredients.
- Notifying a member of staff immediately in the event they believe they are having an allergic reaction, even if the cause is unknown, or have come into contact with an allergen.

Food allergies

Parents will provide the school with a written list of any foods that their child may have an adverse reaction to, as well as the necessary action to be taken in the event of an allergic reaction, such as any medication required.

Information regarding all pupils' food allergies will be collated, indicating whether they consume a school dinner or a packed lunch, and this will be passed on to the school's catering service.

When making changes to menus or substituting food products, the catering service will ensure that pupils' special dietary needs continue to be met by:

- Checking any product changes with all food suppliers
- Reading labels and product information before use
- Using the Food Standards Agency's allergen matrix to list the ingredients in all meals.
- Ensuring allergen ingredients remain identifiable.

Where meals include allergens or traces of allergens, staff will use clear and fully visible labels, in line with this protocol, to denote the allergens of which consumers should be aware.

The catering service will ensure that there are always allergen-free options available for pupils with allergies and intolerances.

To ensure that catering staff can appropriately identify pupils with dietary needs, pupils will wear Purple coloured lanyards that denote their food allergy. These Purple coloured lanyards will be collected by the child on entering the lunch hall and will then be handed to the catering staff to enable them to provide the appropriate meal that day.

The chosen catering service of the school is responsible for ensuring that the school's policies are adhered to at all times, including those in relation to the preparation of food, taking into account any allergens.

Food allergen labelling

The catering service will adhere to allergen labelling rules for pre-packed food goods, in line with the Food Information (Amendment) (England) Regulations 2019, also known as Natasha's Law.

The catering service will ensure that all food is labelled accurately, that food is never labelled as being 'free from' an ingredient unless staff are certain that there are no traces of that ingredient in the product, and that all labelling is checked before being offered for consumption.

The relevant staff, e.g. kitchen staff, will be trained prior to storing, handling, preparing, cooking and/or serving food to ensure they are aware of their legal obligations. Training will be reviewed on an annual basis, or as soon as there are any revisions to related guidance or legislation.

Medical Diet Request Form

Please complete this form in full to enable your request to be processed. If you require assistance in completing or understanding this form, please contact the school office.

School & address			
Child's first name		Child's surname	
Class		Child's date of birth	
Parent's first name		Parent's surname	
Parent's email			
Parent's phone number			

14 main allergens (please tick all that apply to your child)			
☐ Celery	☐ Fish	☐ Mustard	☐ Soya
☐ Lupin	☐ Nuts	☐ Sulphites	☐ Crustaceans
☐ Milk	☐ Peanuts	☐ Eggs	☐ Molluscs
☐ Sesame	☐ Cereals containing gluten		
Other allergens (please tick all that apply to your child)			
☐ Bananas	☐ Coconuts	☐ Oranges	☐ Tomatoes
☐ Beans	☐ Kiwis	☐ Peas	☐ Pineapples
☐ Chickpeas	☐ Lentils	☐ Strawberries	
Other allergies or dietary requirements (please provide details)			
Does your child require an Adrenalin Auto-Injector (e.g. epi pen) for their food allergy?		☐ Yes	☐ No

Other dietary needs (please tick all that apply)				
☐ Vegetarian	☐ Vegan	☐ No beef	☐ No pork	☐ Halal

Parent Consent	
I consent to Nourish Contract Catering processing this personal data for the purpose of providing a medical diet and I confirm that I have read and understood the above. I agree to provide a recent passport sized photo of my child's face for identification purposes.	
Signature	Date

'Hello my name is...' Medical Diet Lanyard

FRONT SIDE

FOLD HERE

REVERSE SIDE

Hello my name is Sally.

Name: Sally.

Medical Diet:

Allergy Aware



More Information...

Menu Type:

Bespoke/Other ☐ **Allergy Aware** ☒

Intolerance to milk

I have an Epipen: Yes ☐ **No** ☒

Hello my name is...

Name:

Medical Diet:

Please paste a
photo of the
pupil requiring a
medical diet
here:

More Information...

Menu Type:

Bespoke/Other ☒ **Allergy Aware** ☐

I have an Epipen: Yes ☐ **No** ☐

Hello my name is...

Name:

Medical Diet:

Coeliac, Dairy

Please paste a
photo of the
pupil requiring a
medical diet
here:

More Information...

Menu Type:

Bespoke/Other ☐ **Allergy Aware** ☐

I have an Epipen: Yes ☐ **No** ☐