



WICKERSLEY
PARTNERSHIP
TRUST.

Food Allergens and Special Diets Policy (Secondary)

DATE: October 2025

OWNED BY: Senior Catering Manager

APPROVED BY: Trust Board

WICKERSLEY PARTNERSHIP TRUST

Swanage Court, Dodds Close,
Bradmarsh Business Park, Rotherham, S60 1BX

☎ 01709 807600 ✉ contactus@wickersleypt.org

🌐 wickersleypt.org **CEO:** Mrs H O'Brien



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This policy does not form part of the contract of employment and from time to time may be altered following consultation and negotiations with recognised Trade Unions. Any changes will be communicated to employees with reasonable notice. The policy may vary from time to time on a case-by-case basis in consultation and agreement with Union Representatives.



1. Introduction

Wickersley Partnership Trust (hereafter known as WPT) is committed to ensuring that students at school with food allergies should be properly supported, to ensure that they have full access to their education, including educational visits and school meals.

Students with food allergies conditions may feel different to other students and could face real or perceived barriers to their full involvement in education and school life. Parents and carers of these students may worry about their child's safety and experiences at school. This policy addresses not only the safe practice and procedures needed for students with food allergies, but supports schools in creating and maintaining the best environment and culture for these students to thrive in.

2. Aims of this Policy

To explain how schools can manage arrangements for safely supporting students with food allergies in school

3. Legal Basis

This policy has been written to be compliant with the Department for Education statutory guidance 'Supporting pupils at school with medical conditions', and section 100 of the 'Children and Families Act 2014'.

Children and young people with food allergies are entitled to a full education and have the same rights of admission to school as other children. This means that no child with a food allergy can be denied or prevented from taking a school meal, especially if they are entitled to a free school meal because arrangements for their food allergies have not been made.

4. Named Person and Headteacher

Statutory guidance requires that there be a named person at each school who has overall responsibility for the implementation of food allergies. This person is able to delegate tasks under the policy to other staff in school. An example of this would be where a Head teacher or Senior Catering Manager is the named person and they delegate the preparation, cooking and serving of the meal to the Unit Catering Manager and team.

The named person must ensure that whoever they delegate food allergy tasks to has completed their Food Allergy and Intolerance training and that this remains up to date.

The named person needs to have sufficient seniority in the school to ensure that the policy is adhered to by all staff. The Named Person is responsible for ensuring that the Trust's 'Food Allergen and Special Diets Policy' is being adhered to in school. The named person must have read and understood the policy and be able to demonstrate a working understanding of the practical implementation of each policy in their school.

5. Students aged 18 Years

A proportion of the WPT student population are in sixth form and are adults. Where this policy requires consent from a parent / carer, those students who are adults can provide this consent. The only exception to this would be where the student had been assessed as not having capacity on the specific issue being considered.

6. How Schools become aware of Students' Food Allergies and Intolerances

Prior to children starting school, each school should request that parents / carers provide details of the following for their child:

- Existing medical conditions and diagnoses that require a special diet – i.e. Prader Willi Syndrome
- Details of any food allergies, including exact details about what their child is allergic to and the risks associated
- Details of any food intolerances, including exact details about what their child is allergic to and the risk associated

In instances such as severe allergies or a significant health condition, the school should initiate a meeting with parents/carers to discuss this and agree to any plans needed. Further guidance is provided in the body of this document.

Schools should also consider information provided to them by other schools or nurseries.

7. Allergens and Intolerances Diet Management and Training

In secondary schools pupils are encouraged to have a good awareness of their allergies and manage their diets with the information provided, as well as having a good understanding of their symptoms and to let an adult know as soon as they suspect they are having an allergic reaction.

Should a pupil be unable to safely manage their own allergies then we require supporting medical documentation for any child who has an allergy and whose parents require a managed medical diet that falls under the 14 main allergens:

- | | |
|----------------------------|-------------|
| • Gluten (Source and Type) | • Milk |
| • Peanuts | • Sulphides |
| • Tree Nuts | • Mustards |
| • Fish | • Soya |
| • Molluscs | • Celery |
| • Crustaceans | • Sesame |
| • Eggs | • Lupin |

It is vital that all forms are accompanied with a referral letter from a medical professional (GP/Consultant/Dietician). Evidence is also required for any allergies that fall outside of the allergens listed above or if you require support with introducing food to a child diet. i.e., your child is currently on The Milk Ladder.

- Sufficient utensils will be made available for self-service items in order to prevent need for shared usage between different products. Items containing allergens are not to be on display above others
- Salad bar items to be labelled with allergies if applicable.
- Thorough, clear, and accurate signage in the dining areas making customers aware to request allergen information should it be required.
- Ensure staff aware of ingredients in dishes
- Recipe Sheets to include details of any allergens in ingredients used.
- As much information is given as possible about the ingredients using the 'allergen and ingredients sheet' and how it is prepared so the customer can make an informed decision.
- Catering Managers to use the information from the recipe sheets and Saffron.
- For any 'specials' or 'product testing recipes' that are not built into Saffron the Catering Manager is to complete the Menu Allergen Identification Tick Sheet D7 – Allergen Identification Checklist for each dish.
- The allergen information will be supplied to any persons requesting it.



- Allergen information must be specific to the food, complete and accurate.
- If someone tells us they have an allergy or intolerance, NEVER guess allergen information is available for all menu items and staff will refer to the Catering Manager or Supervisor on ingredients information.

Prepacked Food for Direct Sale (PPDS)

Food is considered prepacked when it is put into packaging before being offered for sale and:

- is either fully or partially enclosed by the packaging;
- cannot be altered without opening or changing the packaging; and,
- is ready for sale to the final consumer

Sandwiches and boxed salads made on the premises are PPDS, as are single portions of cake displayed in plastic box, whereas a freshly prepared sandwich or burger made and wrapped after taking the order would not be PPDS.

PPDS must be labelled with:

- Name of the food
- An ingredient list including allergenic ingredients and the allergenic ingredients must be emphasised (emboldened, capital letters, contrasting colours or underlined) every time they appear in the ingredient list. Very small food packaging (e.g., single portions of sauce where the surface area is less than 10cm² the ingredients list can be omitted and provided verbally to customer on request, but it does need to state the name of the allergen(s) e.g., “contains fish”.
- Font size of text on labels and format of the ingredients list is detailed in the Technical Guidance “Food Allergen Labelling and Information Requirements” June 2020

Allergen Training Plan

All employees must complete the relevant training necessary to keep our pupils safe and support the effective implementation of this policy. This is all recorded in their training files.

Allergen Induction Training:

All employees complete this pre-employment or on day 1 of employment.

<https://allergytraining.food.gov.uk/>

- Module 1: Effects that allergies have on the body.
- Module 2: The rules for allergen information.
- Module 3: Managing allergens in the factory.
- Module 4: Providing accurate allergen information for prepacked and non-prepacked food.
- Module 5: Managing allergens in a catering environment.
- Module 6: The use of voluntary labelling.

Food Allergy Awareness Training:

All employees complete this pre-employment or on day 1 of employment.

- Module 1: Allergy and Intolerance symptoms.
- Module 2: Laws for food produce to ensure consumer safety (including PPDS)
- Module 3: Managing allergens in the production area.

Food Allergens and Special Diets Policy and Procedures:

This training is completed by all employees involved in food production and service. The roles and responsibilities section will vary depending on who is being trained. This is completed during Week 1 where necessary.

- This Policy and unit procedures, company recipes and allergen information from Saffron.
- Roles and Responsibilities in dealing with allergens.
- Red, Amber, Green category students and relevant procedures.
- Risk of cross contamination when storing preparing and serving foods and relevant controls.
- Supporting documentation.

Monthly Allergen Conversations:

This training is timetabled to be completed on week two of the month.

- January – What is an allergen?
- February – Allergen Information and Allergen Reports.
- March – Kitchen Process.
- April – Customer Journey.
- May – Secondary Allergen Management
- June – Mop up for any missing months.
- September – What to do in the event of an allergen incident.
- October - Allergen Summary.
- November – Legislation changes.
- December – PPDS and Labelling

Allergen Management Level 3:

Desirable for key business personnel, Catering Manager and Group Manager, to be completed in first 6 months face to face/online managed course.

8. Prescription Medication

If a prescription medication is required to manage a medical condition that requires a special diet, it's handling will follow the WPT Medicines and Medical Policy (Secondary).

9. Storage of Medication and Record Keeping

If a prescription medication is required to manage a medical condition that requires a special diet the storage and recording keeping will follow the WPT Medicines and Medical Policy (Secondary).

10. Administering Medication

If a prescription medication is required to be administered after an incident will follow the WPT Food Safety Management System procedures and complete form D15 Customer Food Service Incident (Sickness/Allergic Reaction).

11. Allergies and Adrenaline Auto-Injectors (AAI)

For students with severe allergies, attending school can be a source of anxiety for both the child and their parents / carers. It is important in these circumstances that direct contact is made with the family prior to them starting at school, or at the point of diagnosis, if the child is already on roll at the school. This contact is to begin discussions and to consider what plans can be put in place to keep the child safe, remove any barriers to full participation in education and school life, and to reduce the anxieties of the child and their parents / carers. The appendix contains a 'useful questions' document for helpful prompts and questions to best facilitate this conversation with students and their parents / carers.

It is likely to be impractical to maintain an allergen free environment throughout the whole of a school. However, in circumstances where a student has, for example, a nut allergy, specific plans can be made in areas such as catering and food technology.

If a student requires access to an auto-injector to manage a Food Allergy, its use and administration will follow the WPT Medicines and Medical Policy (Secondary).

The catering department does not use nuts or peanuts in any of the recipes or ingredients and can provide nut free food through preparation, cooking and service however, their suppliers cannot guarantee this.

12. Religious Diets

It can be a worry for students who follow strict diets for religious reasons. For students who require special diets to meet their religious beliefs WPT will collect the information required provide an alternative provision where necessary.

As standard:

- Muslim pupils who require halal meat will always have at least two hot meal options (a vegetarian main or jacket potato and filling), and one cold option (a sandwich with appropriate filling). Where halal meat is used this will be identified.
- Sikh pupils who eat meat will always have at least two hot meal options (a vegetarian main or jacket potato and filling), and one cold option (a sandwich with appropriate filling). Where beef is used this will be identified and where feasible can be replaced with lamb.
- Jewish pupils who eat meat will always have at least two hot meal options (a vegetarian main or jacket potato and filling), and one cold option (a sandwich with appropriate filling). Kosher meat would only be provided if the population of the school were above 50% and then would trigger the need to consider the provision of separation of dairy and meat dishes.

13. Diabetes

If a student requires medication to manage diabetes, its use and administration will follow the WPT Medicines and Medical Policy (Secondary) to collect and share the following catering related information:

- Details of when the child needs to eat meals and snacks, what help they need around meal or snack time, e.g. whether they need to go to the front of the lunch queue, need help with carbohydrate counting or have any other special arrangement around meal / snack time.

14. Education Visits and School Trips

So far as is reasonably practicable, students should not face barriers to educational visits and school trips, including residential overnight trips, due to issues regarding Food Allergies and Intolerance or Special Diets. As part of requesting consent for the trip, parents / carers should again be asked to list any catering requirements. This ensures that the school has an up to date list of any new food allergies, intolerance or special diets that may have been diagnosed or chosen since the start of the school year.

This information for educational visits and school trips make use of a system called Evolve and will follow the WPT Medicines and Medical Policy (Secondary).

15. Role of the Student and Parent

Developing independence and self-care skills is an important part of a child's development. The issue of food allergies, intolerance or special diets of students should be viewed through this prism. As soon as it is feasible and safe, staff should encourage student's own interest and participation in meeting their dietary needs.

Student's views should be actively sought when plans are being drawn up to support them with their dietary needs. So far as it is safe and practical to do so, students need to have involvement in the process. For example, some students may be embarrassed or feel different due to their dietary needs, and some sensitivity may be needed around when and how they collect their meal.

Students are expected to read labels and ask a responsible person if they are in doubt regarding any allergies and ingredients.

Parents are required to keep the School up to date with any changes the catering team need to be aware of, provide medical documentation for any complex needs and accept certain responsibilities and information sharing between the catering team to ensure safety during service.

16. Infectious and Notifiable Diseases

Certain health conditions, such as food poisoning, are notifiable diseases and require a response from the school. The link below provides a list of these diseases, what to do in the event of an occurrence in school and general advice and guidance, such as templates for letters to parents. In these circumstances the CEO of WPT needs to be made aware immediately by completing the report of an infectious illness / outbreak form.

<https://www.england.nhs.uk/south/wp-content/uploads/sites/6/2019/09/spotty-book-2019-.pdf>

Should schools have any queries on notifiable diseases and what responses are required, the link below allows for the school to access their local Health Protection Team.

<https://www.gov.uk/health-protection-team>

17. Worries about a Student's Care and Safety

If a school becomes worried about a parent / carer's response to a student's special dietary needs, including how their diet is being managed by a parent / carer then, in the first instance, if it is safe to do so, they should discuss this with the parent / carer. This will help to manage any misunderstanding and identify where a parent / carer may need extra support in responding to or understanding their child's needs.

Any concerns that staff have should be clearly recorded on CPOMS.

18. Responding to Errors

The aim of all allergen / intolerance / special diet -related guidance is to minimise the risk of an error occurring. An error is defined as any deviation from the pre-agreed menu, without prior notice, served to the student.

Errors fall into three different categories:

Major Error

This is an incident which results in significant harm or death, admission to hospital for 24 hours or more, or in the student being rendered unconscious. Major errors must be reported immediately to the Headteacher and the Chief Executive Officer (CEO) of WPT. In these circumstances the 'Responsible Person' may have a duty under RIDDOR to report this to the Health and Safety Executive.

The Headteacher will obtain any witness statements immediately or as soon as possible after the event. A written report detailing the facts will be completed within 24 hours and sent to the CEO of WPT.

Minor Error

This is an incident which results in no significant harm to the student. The Headteacher will be immediately notified and they will determine who is to notify parents / carers. The named person will undertake immediate enquiries to ascertain the cause of the error and what needs to be done to reduce the risk of this happening again.

Near Miss Incident

A near miss in allergen / intolerance / special diet is defined as an incident which might have resulted in an error if it had not been noted and rectified before the error occurred. There will have been no consequences for the student. The named person will undertake immediate enquiries to ascertain the cause of the error and what needs to be done to reduce the risk of this happening again.

19. Monitoring and Audit

The Head teacher / Catering Manager must undertake checks on a termly basis to ensure that the policy is adhered to. These checks should include ensuring that:

- All pupils identified with allergen / intolerance / special diet in school has the requisite forms and these are up to date.
- Any incidents have been reported, investigated and actioned by the Senior Catering Manager.

Twice per year an external consultant will check the allergen policy process and spot check medical diets, documentation and record keeping.

A selection of these audits will then be quality assured by the Risk and Compliance Team.

This policy should be reviewed annually in accordance with national guidance. This annual review will be completed by the Central Team at WPT. Any updates to the policy will be communicated to each school and the policy section of the WPT website will be updated accordingly.

Appendix A – Useful Links

Allergy UK - advice for schools

Website: <https://www.allergyuk.org/information-and-advice/for-schools>

Anaphylaxis Campaign - FAQ for schools regarding anaphylaxis

Website: <https://www.anaphylaxis.org.uk/wp-content/uploads/2019/07/Frequently-Asked-Questions-in-Schools-Factsheet-Jan-2018.pdf>

Anaphylaxis Campaign - link to prepared Anaphylaxis and Asthma rescue kits

Website: <https://www.allergyuk.org/about/latest-news/1182-anaphylaxis-asthma-emergency-kits-for-uk-schools>

Diabetes UK - Diabetes and children

Website: <https://www.diabetes.org.uk/guide-to-diabetes/your-child-and-diabetes>

Health and Safety Executive (HSE) Website: www.hse.gov.uk



Appendix B – Customer Food Service Incident (Sickness/Allergic Reaction) (D15)

Part 1 Customer details to be completed by a senior member of Catering Services staff in discussion with the customer.

Name of Customer				
Address (including postcode) If student/member of staff you do not require the address. Move to next box.				
Year and Class for student will suffice.				
Contact details If student/member of staff you do not require the contact details move to next box.	Telephone Work:		Mobile (if given)	
	Work Email:		Home Email (if given)	
Catering Venue visited		Date & time of visit		
Products eaten on site or taken away.				
Onset of Symptoms	Date		Time	
Details of symptoms		Tick	Mild / severe	Duration
	Vomiting			
	Diarrhoea			
	Nausea			
	Headache			
	Fever			
	Pain			
	Anaphylaxis			
	Skin irritation			
Swelling of lips				
Number of people in your group - was anyone else affected?				
Guest symptoms if any - Contact details.				
Have you visited your GP? Do you intend to visit your GP?		Have you provided a stool sample to your GP?		
Have you been abroad recently? (where/ when)				

Please list all food and drink taken on the day of your illness then include the 3 days prior to your illness. This should include all food & drink eaten at home, snacks, restaurant meals, etc. Please list starters and desserts as well as main course and give details of drinks consumed. Please be as detailed as possible and state where foods were bought and/or consumed.

4-Day Food & Drink History

What did you eat, when, and where?

Time	Day of illness Please identify all food & drink consumed on the day symptoms started	Day -1 i.e., day before illness	Day -2 i.e., two days before illness	Day -3 i.e., three days before illness
AM - Breakfast please included any snacks. (where?)				
PM - Lunch please included any snacks. (where?)				
PM - Dinner please included any snacks. (where?)				

Name of member of Catering Service staff completing Part 1 of form _____

Signed _____

Date _____

This information will be kept confidential for the purpose of investigating the food incident and retained for the minimum period of time before safe disposal.



Part 2

Wickersley Partnership Trust Investigation and Outcome.

If appropriate - remove alleged food item from sale immediately.

Brief description of incident and key risk factors -		
Source of food (freshly made or bought in):		
Method of preparation (brief details):		
Other details (e.g., equipment failure,):		
Have any staff reported illness or recently been off with stomach upset?		
Has the alleged food item been removed from sale?		NB Retain any unsold portions and clearly mark Not for Sale - Complaint
If allergic reaction had the customer notified waiting staff of allergy? If so which allergen?		

Name of member of Catering Service staff completing Part 2 of form _____

Signed _____

Date _____

If required – start a full documented investigation to identify the illness and cause – include all appropriate records (delivery of food records, all temperature records of where products were stored, cooking temperatures, hot holding, batch cooking records etc -)

- Consult with external **Red Box Consultancy Services Ltd** for guidance and advice.
- Ensure the customer is kept informed of outcome.

Outcome -

Guidance

- Re-assure the customer that you take their issue very seriously.
- **Priority is to listen – do not interrupt with excuses.**
- Explain that it is your policy to investigate all complaints and that you will need to get some details from them.
- Complete all the details as accurately as possible. Do not rush. These details may be important to the investigation.
- If a Food Poisoning allegation - If they have not been to their doctor advise them to do so



- Once the forms are completed, thank the customer for their patience and time and explain that you will be in touch again as soon as possible.

This information will be kept confidential for the purpose of investigating the food incident and retained for the minimum period of time before safe disposal.







Food Allergens and Special Diets Policy (Secondary)