

Hook-with-Warsash

C of E

Primary School

Allergy Policy



Date to be implemented from:	September 2026
Date to be reviewed by:	September 2027
Lead responsibility: Headteacher / Allergy Lead	Justin Bartlett/Zoe Hine
Approved by	

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1. Aims

This policy aims to:

- Set out our school's approach to allergy management, including reducing the risk of exposure and the procedures in place in case of an allergic reaction
- Make clear how our school supports pupils with allergies to ensure their wellbeing and inclusion
- Promote and maintain allergy awareness among the school community

2. Legislation and Guidance

This policy is based on the Department for Education's (DfE's) guidance on allergies in schools and supporting pupils with medical conditions at school, the Department of Health and Social Care's guidance on using emergency adrenaline auto-injectors in school and the following legislation:

- The Food Information Regulations 2014
- The Food Information (Amendment) (England) Regulations 2019

3. Roles and Responsibilities

We take a whole-school approach to allergy awareness

Allergy Lead

The nominated allergy lead is Zoe Hine, the first aid warden.

They are responsible for:

- Promoting and maintaining allergy awareness across our school community
- Recording and collating allergy and special dietary information for all relevant pupils (although the allergy lead has ultimate responsibility, the information collection itself may be delegated to the school Administrative Manager)

Ensuring:

- All allergy information is up to date and readily available to relevant members of staff
- All pupils with allergies have an allergy action plan completed by a medical professional
- All staff receive an appropriate level of allergy training
- All staff are aware of the school's policy and procedures regarding allergies
- Relevant staff are aware of what activities need an allergy risk assessment

- Keeping stock of the school's adrenaline auto-injectors (AAIs)
- Regularly reviewing and updating the allergy policy

School Welfare Assistant

The school Administrative Manager, Joss Aitkin, is responsible for:

- Co-ordinating the paperwork and information from families
- Co-ordinating medication with families
- Checking spare AAIs are in date
- Any other appropriate tasks delegated by the allergy lead

Teaching and Support Staff

All teaching and support staff are responsible for:

- Promoting and maintaining allergy awareness among pupils
- Maintaining awareness of our allergy policy and procedures
- Being able to recognise the signs of severe allergic reactions and anaphylaxis
- Attending appropriate allergy training as required
- Being aware of specific pupils with allergies in their care
- Carefully considering the use of food or other potential allergens in lesson and activity planning
- Ensuring the wellbeing and inclusion of pupils with allergies

Parents/Carers

Parents and carers are responsible for:

- Being aware of our school's allergy policy
- Providing the school with up-to-date details of their child's medical needs, dietary requirements, and any history of allergies, reactions and anaphylaxis
- If required, providing their child with 2 in date adrenaline auto-injectors and any other medication, including inhalers, antihistamine, etc., and making sure these are replaced in a timely manner
- Carefully considering the food they provide to their child as packed lunches and snacks, and trying to limit the number of allergens included
- Following the school's guidance on food brought into school to be shared
- Updating the school on any changes to their child's condition

Pupils with allergies

These pupils are responsible for:

- Being aware of their allergens and the risks they pose
- Understanding how and when to use their adrenaline auto-injector

- All known pupils and adults will carry their adrenaline auto-injector on their person and they will only use it for its intended purpose unless deemed unable to, such as a child with SEND. The school will provide allergy response bum bags for children to use. If parents do not wish their child to wear one of the school bags, they shall sign a disclaimer and provide their own.

Pupils without allergies

These pupils are responsible for:

- Being aware of allergens their peers
- Older pupils might also be expected to support their peers and staff in the case of an emergency

4. Assessing Risk

The school will conduct a risk assessment for any pupil at risk of anaphylaxis taking part in:

- Lessons such as food technology
- Science experiments involving foods
- Crafts using food packaging and the risk they pose to
- Off-site events and school trips
- Any other activities involving animals or food, such as animal handling experiences of baking

A risk assessment for any pupil at risk of an allergic reaction will also be carried out where a visitor requires a guide dog.

5. Managing Risk

Hygiene Procedures

The school will take measures to prevent contamination in school, such as:

- Pupils are reminded to wash their hands before and after eating
- Sharing of food is not allowed
- Pupils have their own named water bottles
- The school is a nut free site

Catering

A copy of Aspens Allergen Policy is attached as Appendix A to this policy

Food Restrictions

The school is a **nut free school** and therefore does not permit pupils to bring nuts into school. We acknowledge that it is impractical to enforce an allergen-free school. However,

we would like to encourage pupils and staff to avoid certain high-risk foods to reduce the chance of someone experiencing a reaction. These foods include:

- Packaged nuts
- Cereal, granola or chocolate bars containing nuts
- Peanut butter or chocolate spreads containing nuts
- Peanut based sauces, such as satay
- Sesame seeds and foods containing sesame seeds
- Any other foods containing nuts

If a pupil brings these foods into school, the food will be confiscated and held in the school office to be collected by parents.

Insect bites/stings

The school takes measures to minimise the likelihood of insect bites and stings including:

- Promptly and effectively disposing of food waste in sealed refuse containers
- Ensuring that pupils always wear shoes outside
- Not permitting pupils to consume sugary drinks or snacks whilst at school
- Maintaining a high level of cleanliness and hygiene in and around the school building
- Implementing effective pest control measure if issues arise

Animals

The school takes measures to minimise the likelihood of allergies due to animals, including:

- Dogs are not permitted on site unless special permission has been granted
- Pupils will always wash hands after interacting with animals to avoid putting pupils with allergies at risk through later contact
- Pupils with animal allergies will not interact with animals

Support for Mental Health

Pupils with allergies can experience bullying and may also suffer from anxiety and depression relating to their allergy. The school has robust behaviour and anti-bullying policies in place to prevent bullying or unkind behaviour towards allergy sufferers. Pupils with allergies can also access all the support and pastoral care outlined in the pupil mental health policy.

Pupils with allergies will have additional support through:

- Regular check-ins with their class teacher

Events and School Trips

- For events, including ones that take place outside of the school, and school trips, no pupils with allergies will be excluded from taking part

- The school will plan accordingly for all events and school trips, and arrange for the staff members involved to be aware of pupils' allergies and to have received adequate training
- Appropriate measures will be taken in line with the schools AAI protocols for off-site events and school trips (see section below)

6. Procedures for Handling an Allergic Reaction

Register of Pupils with AAI

To be read in conjunction with the supporting pupils with medical conditions policy. The school maintains a register of pupils who have been prescribed AAI or where a doctor has provided a written plan recommending AAI to be used in the event of anaphylaxis. The register includes:

- Known allergens and risk factors for anaphylaxis
- Whether a pupil has been prescribed AAI(s) and if so what type and dose
- Where a pupil has been prescribed an AAI, whether parental consent has been given for the use of the spare AAI, which may be different too the personal AAI prescribed for the pupil
- A photograph of each pupil to allow a visual check to be made (this will require parental consent)

The register is kept in easily accessible locations (the medical room, school office, school kitchen, cabin and in every classroom) and can be checked quickly by any member of staff as part of initiating an emergency response.

Allergic Reaction Procedures

- As part of the whole school awareness approach to allergies, all staff are trained in the school's allergic reaction procedure, and to recognise the signs of anaphylaxis and respond appropriately.
- Staff are trained in the administration of AAI to minimise delays in pupils receiving adrenaline in an emergency
- If a pupil has an allergic reaction, the staff member will initiate the school's emergency response plan, following the pupils' allergy action plan
- If an AAI needs to be administered, a member of staff will use the pupil's own AAI, or if it is not available, a school one
- If the pupil has no allergy action plan, staff will follow the school's following procedures:

If someone is experiencing any of the following symptoms, it should be treated as a medical emergency:

AIRWAY – swelling in the throat, tongue or upper airways, hoarse voice, difficulty swallowing

BREATHING – sudden onset wheezing, breathing difficulty, noisy breathing, persistent cough

CIRCULATION – dizziness, feeling faint, sudden sleepiness, confusion, pale clammy skin, loss of consciousness or collapse

In the event of a serious allergic reaction, it is crucial to act quickly and follow the training they have been given.

7. Adrenaline Auto-Injectors (AAIs)

Purchasing of spare AAIs

The Admin manager is responsible for ordering AAIs and ensuring they are stored according to the guidance.

The school keeps three emergency anaphylaxis kits which include:

- 2 x 150mcg EpiPen AAIs
- 2 x 300mcg EpiPen AAIs

The school EpiPen AAIs are source from Eureka or any other reputable pharmacy.

The school purchases EpiPen brand of AAI wherever possible as schools are recommended to buy a single brand to avoid confusion.

The school has both 150mcg EpiPen AAIs for children under age 6 and 300mcg /EpiPen AAIs for children aged 6-12. This dosage is based on Resuscitation Council UK's age-based criteria, see page 11 of their guidance

Storage (of both spare and prescribed AAIs)

The allergy lead will make sure all AAIs are:

- Stored at room temperature (in line with the manufacturer's guidance), protected from direct sunlight and extremes of temperature
- Spare kits are kept in a safe and suitably central location to which all staff have access at all times, but is out of the reach of children
 - a) School office
 - b) Cabin – wrap around care facility
 - c) Grab bag – school office
- Prescribed kits will be kept with the child in a bum bag unless they are deemed unable to do this, for example if they have SEND. If they are unable to carry their own epi-pen in a bum bag, the kit will be held in the First Aid room in an accessible place in a clearly named box.
- Not locked away, but accessible and available for use at all times
- Not located more than 5 minutes away from where they may be needed

- Spare AAI's will be kept separate from any pupil's own prescribed AAI, and clearly labelled to avoid confusion

Maintenance (of spare AAI's)

Joss Aitkin and Gemma Lowrie are responsible for checking monthly that:

- The AAI's are present and in date
- Replacement AAI's are obtained when the expiry date is near

Disposal

AAI's can only be used once. Once an AAI has been used, it will be disposed of in line with the manufacturer's instructions (for example in a sharps bin for collection by the local council).

Use of AAI's off school premises

- Pupils at risk of anaphylaxis will take their AAI's with them on school trips and off-site events, carrying them in their bum bags. If the pupil is too young to carry their own, a member of staff who will be with the pupil throughout the trip will carry them for them.

Emergency Anaphylaxis Kit

The school holds two emergency anaphylaxis kits which include:

- Spare AAI's
- Instructions for the use of AAI's
- Instructions on storage
- Manufacturer's information
- A checklist of injectors, identified by batch number and expiry date with monthly checks recorded
- A note of arrangements for replacing injectors
- A list of pupils to whom the AAI can be administered
- A record of when AAI's have been administered



8. Training

The school is committed to training all staff in allergy response. This includes:

- How to reduce and prevent the risk of allergic reactions
- How to spot the signs of allergic reactions (including anaphylaxis)
- The importance of acting quickly in the case of anaphylaxis
- Where AIs are kept on the school site, and how to access them
- How to administer AIs
- The wellbeing and inclusion implications of allergies
- Ensuring staff are aware of pupils who have known allergies

Training will be carried out annually by an external provider.

Appendix 1 – Aspens Allergen Policy

Aspens Allergen Policy

Aspens firmly believes in providing high quality food to our customers and clients that is safe to eat.

We are therefore committed to reducing the risk to our customers with regards to the provision of food and the consumption of foods which could lead to an allergic reaction.

Aspens accept its duty to comply with all relevant Food Regulations, which states that allergen information must be provided on all food sold.

Aspens acknowledges that the successful implementation of this policy and management of allergens requires commitment and support from all employees.

To achieve this the Company will:

- Work closely with our supply chain to ensure accurate information on all products that may contain allergens.
- Maintain a database of all our recipes, clearly listing ingredients and highlighting those containing allergens.
- Work closely with our clients in assisting in the support of students with known allergies, including meeting with parents, if requested, to discuss any special requirements.
- Display signs that encourage our customers to ask about allergens in the foods being served.
- Ensure that our staff have the necessary training and access to information to provide our customers with accurate guidance on allergens.
- Through good hygiene practices and adhering to Hazard Analysis and Critical Control points (HACCP), reduce the risk of cross contamination in our kitchens.
- Audit our operations to ensure the above policy and practices are working effectively and review the policy, as necessary.
- Work closely with Worcestershire Regulatory Services in the development of company policy and procedures.

Aspens is proud to be a corporate partner of the Natasha Allergy Research Foundation and actively promotes their Allergy School to our clients.

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Responsibilities

The responsibility for allergen safety rests with everyone, from the CEO, Directors, Operations Team throughout to each individual employee. This sections section sets out the responsibilities under this policy

The overall responsibility for allergen safety with Aspens Services rests with the Chief Executive Officer.

The Chief Executive Officer (and any future or replacement Director of the company) is responsible for ensuring the establishment of an effective Allergen Safety Policy within the company and for publicly supporting all persons carrying out the policy and its objectives and ensuring standards of safety are continuously improved by promoting a positive safety culture within the organisation.

To ensure that sufficient resources, both financial and physical, are available so that the policy and its arrangements can be implemented effectively. The Chief Executive Officer may delegate duties to employees who will provide support to meet these responsibilities.

Delegation of the individual duties and responsibilities to employees or any other third party does not in any way detract or remove the ultimate responsibility and duty of care placed on the Company or its Directors.

To ensure the periodic review and appraisal of the effectiveness of this Policy and ensure that any necessary changes are made.

To ensure that this policy and the programme of implementation are understood at all levels through the commitment of adequate training resources and effective communication.

To ensure that responsibility for allergen safety is properly assigned and accepted at all levels and that these areas of responsibility are periodically reviewed.

The Divisional Managing Directors of the Company will:

- Ensure the development and review the Company Allergen Policy.
- Ensure that the necessary resources are available for implementing the Allergen Policy and detailed arrangements, and the subsequent monitoring of performance.
- Ensure that the appropriate information, training and supervision is provided to all employees.

The Food Department will:

- Effectively communicate the Allergen Policy and procedures to all stakeholders.
- Ensure all menu cycles are supported with accurate recipes and allergen information.
- Ensure all recipes have the relevant allergen information.
- Ensure that suppliers provide accurate allergen information for products on the Company Approved Product List (APL).
- Ensure that any changes to products and recipes are communicated to all relevant Managers.
- Manage the labelling systems to ensure compliance with Natasha's Law
- Provide allergen safe menus for primary schools
- Support with the completion of menus for students with more complex dietary requirements.
- Provide additional support at Unit level where necessary with regards to menus.
- Work with Added Value Enterprises (AVE) in managing the supply chain with regards to Allergens.

The Operations Team (Regional Operations Directors/Regional Operations Managers/Operations Manager/Area Support Managers/Group Managers) will:

- Ensure that allergen policy will be implemented during mobilisation as outlined in the arrangements section.
- Ensure that all units have implemented the Company Allergen Policy and Procedures.
- Where necessary, with the Catering/Chef Manager, meet with Parents of RED category students to discuss and agree requirements where appropriate.
- Ensure a copy of this policy is shared and explained with the client.
- Discuss with the Client any issues concerning the means in which information regarding students with allergens is communicated to the Catering/Chef Manager, the identification of them, and agreeing a solution to ensure that the allergen procedures can be fully implemented. Agreed actions will be recorded in writing, using the Alternative Menu Form where applicable. Ensure that the client is kept informed of the outcome of any meetings with parents concerning special diets.
- Ensure that all checks and audits are completed by the Catering/Chef Manager and is reviewed to ensure compliance with this policy
- Ensure all training is completed and up to date.
- Investigate any breaches to this policy within 1 working day of notification.

The Catering Manager/Chef Manager will:

- Ensure that the Company Allergen Policy and procedures are followed at Unit level.
- Implement the Allergen HACCP, ensuring all controls in place.
- Liaise with the school to identify the students who have special dietary needs and use the school's procedures to identify them (wristbands, lanyards etc).
- Where necessary, with the ASM/Operations Manager, meet with any parents to discuss any individual student requirements.
- Ensure that the client is kept informed of the outcome of any meetings with parents concerning special diets.
- Ensure that where there are any RED category students the correct procedures are followed at all times.
- Enter student information onto the Unit cashless system, where relevant.(secondary schools).
- Ensure all staff are aware of all information relating to students and their allergies.
- Purchase correct products as per the company recipes and company APL.
- Follow all recipes to ensure allergen information is accurate and up to date.
- Complete the allergen matrix when producing dishes, using information from recipes and ingredient packaging.
- Ensure that allergen matrices are reviewed and kept up to date to reflect any changes to recipes.
- Ensure all allergen matrices are signed and dated when completed and/or reviewed.
- Ensure that any pre-packaged direct sale foods are correctly labelled to follow Natasha's Law.
- Check product packaging before use/consumption packing will carry the manufacturer/suppliers. Up to date information. Update allergen information, as necessary.
- Complete all company allergen training within given timescales.
- Ensure all unit staff have completed the requirements allergen training, within given timescales and record on their Training Record Cards.
- Support the School/Academy in the implementation of their own Allergy Procedures.
- Complete all allergen checks and audits within given timescales and follow up on any actions.
- Immediately report any concerns or allergen issues to their Operations Manager.

All Company Employees will:

- Ensure they have completed all allergen training in given timescales.
- Ensure that they follow the correct procedures detailed in the Allergen Policy to ensure the safety of students.
- Cooperate with the company on matters of allergen management and control.

- Reporting any concerns to their manager.

The School/Academy will:

- As data controllers, collect information of students with food allergies and intolerances, ensuring this information is kept up to date.
- Provide the Catering Manager/Chef Manager with an up-to-date list of students with any food allergies, intolerances or dietary requirements.
- Ensure that any communication between parents and the caterer goes through the School/Academy and be involved at each stage.
- Provide an individual health plan for students suffering who use medication in relation to allergens.
- For primary/infant schools, ensure that the School/Academy has a formal process of identifying students with special dietary requirements, such as lanyards or wrist bands. This process should not be based solely on photographs or teachers identifying the pupil.
- Ensure that all staff and lunchtime assistants are adequately trained on allergens and school procedures.
- Educate pupils about allergies and to support peers with special diets.
- Provide the Catering Manager/Chef Manager with information relating to the school Allergy Procedures/Policy.

The Parent/Guardian/Carer will need to:

- Inform the School/Academy of their child's allergy as soon as possible.
- Complete the Alternative Menu Form and return to the school, providing medical support for food allergies, where necessary.
- Where necessary meet with the Operations Manager/ Unit Manager to discuss any specific requirements relating to their child's allergy. Information from these meetings to be recorded on the Alternative Menu Form by the Operations Manager/Unit Manager.
- Inform the School/Academy of any changes to dietary requirements.

The Student will:

- Work with the catering team to follow agreed procedures relating to foods.
- Take care to knowingly avoid any foods which may cause an allergic reaction.

In order to assist the company in the organisation and management of food safety Hive Support Services has been contracted to provide the necessary information, advice and assistance to comply with current Allergen Safety Legislation. Hive Support Services is also responsible for managing the primary authority partnership between Aspens and Worcestershire Regulatory Services. These will be completed within the contractual arrangements as set out in the contract between the company and Hive

Arrangements for Schools/Academies and Colleges

It is important that everyone in the company understands they have a responsibility and accountability in implementing these arrangements to keep all students safe.

As the majority of the company's business is in the education sector the following arrangements apply:

It is important for the safety of our customers that a Unit has accurate and relevant allergen information on the foods that it produces. The information on the 14 allergens will be recorded on company recipes and Unit Allergen Matrices

Working with suppliers, allergen information is uploaded onto the recipe database. All company recipes are kept on this database where each ingredient is clearly listed.

It is a legal obligation to provide accurate allergen information about the foods that we produce and service. However, to ensure student safety, it is necessary for the school to provide up to date and accurate information of students that have allergies or intolerances.

Due to current labelling regulations we do not claim to be a peanut/nut free environment, which creates a false sense of security.

Within primary schools we do not use products that contain nuts as an ingredient, and products that manufacturers declare a 'may contain declaration.'

Within secondary schools we do not use products that contain nuts as an ingredient, however, will on occasion use products with a 'may contain' statement or 'produced in a factory that handles nuts.' These products are not suitable for students with nut allergies. This will only be changed, such as 6th Forms, with written confirmation from a client.

Clear signage is displayed, specifically directing any customers with allergy concerns to a member of our catering teams. Our teams have access to information from the recipe database. Further escalation of this process can be taken directly to the catering manager on site and subsequently to our team of Operations Managers and Head of Food.

The successful implementation of the Allergen policy requires the support and cooperation of Company Directors, Food Team, Operation Managers, Catering Managers/Chef Manager, all employees, The School/Academy, The Parent/Guardian/Carer and the Students.

This policy must be read in conjunction with the Allergens Guide and Allergen HACCP Booklet.

Failure to follow the allergen procedures will be deemed as a breach of Company policy and result in disciplinary action which could result in dismissal as gross misconduct.

Primary Schools

In order to ensure that the safety of students the following procedures categorises students depending upon their needs:

- **RED** severe reaction/anaphylactic symptoms disclosed.
- **AMBER** food/allergen intolerance
- **BLUE** excludes foods due to lifestyle preference.

- **RED** may have an agreed menu with the meal being plated.
- **AMBER** will be a suitable meal served from the counter or from the allergen safe menu depending upon the parents wishes.
- **BLUE** will be a suitable meal served from the counter.

Prior to the beginning of each term the school must provide the Catering/Chef Manager with written confirmation of the allergen and special diet requirements for the students that have allergies or dietary requirements. For new intake students this information needs to be provided by the end of July to allow sufficient time to identify student dietary requirements before September. In addition, the school must provide this information for new students or any changes throughout the year. Without written information it may not be possible to safely feed a particular student or only offer a limited menu choice.

Ideally this information should be provided using the Company's Alternative Menu Form and signed by the student's Parent/Guardian/Carer and supported by medical evidence where appropriate. In line with the company's GDPR policy, any medical evidence supplied and shared will be returned to school and not held on file; any electronic copies will be deleted. The information on this form will be used to categorise the student's dietary needs. A photo of the student should be supplied as well.

If a student is categorised as **RED**, depending on the allergy, then a member of the Operations team/Catering/Chef Manager may need to meet the parents/guardian/carers to discuss the students' needs and agreed actions in order to minimise any risk: this may result in an individual allergen safe menu being agreed for the child.

The company offers two categories of allergen safe menus, which are managed by the Food team. These are:

Allergen safe menu(s) which is free from the 14 legal allergens and aligned as closely as possible with the main menu

Bespoke – if sits outside the 14 then a menu tailored to their needs (one choice only)

If a bespoke menu is required, it will be assessed by the food team/AVE based on a risk assessment. The risk analysis looks at the students' requirements, the capability of the kitchen and school environment, to determine the risk level. If the risk level is high it may not be possible to provide a meal safely, and this will be discussed with the parent/guardian and school/academy as soon as possible.

All bespoke menus are provided by the Food Team and signed off by AVE Head of Nutrition; this will include the menu and supporting recipes. This should be double checked and then agreed with the parent/guardian.

Under no circumstance must a bespoke menu be compiled by anyone else. For further details please refer to the Guide to Allergen, Lifestyle & Medical Diet Provision in Schools.

All information to be documented on the Alternative Menu Form and include permission to share any information with the catering team. As each stage is completed the Special Diets Procedure Tracker should be signed off. Until this process has been completed the student may only be offered a safe meal such as jacket potato and fruit or are to supply their own packed lunch.

To ensure that this information is clearly communicated to all of the catering team, it should be transferred on to the Student Dietary Requirements Summary Chart for staff to refer back to.

Category Controls for RED students with individually agreed menus

Once the procedures above have been followed and an individual menu agreed for the student the following controls must be in place at all times

The Catering /Chef Manager must communicate to the kitchen when food for **RED** category students is being prepared. Where possible this should be in a separate area, if this is not possible then separated by time from other foods containing allergens. Prior to preparation the area and all equipment must be thoroughly cleaned using the 2-stage cleaning method and/or dishwasher to prevent cross contamination.

When preparing the meals, the Catering/Chef Manager must thoroughly wash their hands and wear a disposable plastic apron over their uniform to prevent cross contamination. (The same control used when handling raw meat should apply). Care

must be taken at all stages to prevent any allergen cross contamination including storage of ingredients, preparation, cooking and service.

Once completed the meal (main course and dessert) must be plated and double wrapped in cling film, clearly labelled with the student's name, year group and dish description. If the cling film at any time is torn, removed or damaged the meal **MUST NOT** be served and immediately disposed of. It is the Catering/Chef Manager's responsibility to check the dish before service to ensure that it is correctly covered and labelled.

The meal must be clearly identified to the members of staff responsible for serving the student. This information must be communicated directly to the staff by the Catering/Chef Manager during the pre- service briefing.

The meal must be served directly to the student by the nominated member of staff responsible for serving the student.

The Allergen Safe Diet Double Check Sheet must be signed by the person who has prepared the meal, a person who has checked and the person who has served the meal. A master copy of this can be found in the Unit Allergen Folder or on the company intranet. These must be retained for 6 weeks.

It is for the student's safety that the above procedures are followed at all times, if at any time this cannot be followed then the Catering Manager must agree an action with the school.

At no time should a **RED** student, with an agreed menu, be served food from the counter due to the risk of cross contamination, unless agreed by the parent and documented on the Alternative Menu Form.

AMBER & BLUE Controls

Students that are in the AMBER or BLUE category can be served from the counter ensuring that they are served the correct meal, as ordered by parent/guardian. Some students that are AMBER may be served meals from the allergen safe menu if requested by a parent. In this situation they would be treated as a RED student. The Catering/Chef Manager must inform staff before service.

Delivered Services

For delivered Services the above procedures must be followed for **RED, AMBER & BLUE** students. Any **RED** meal needs to be double wrapped in cling film and transported to avoid cross contamination, ideally in a separate container. If this is not possible the parents of **RED** students must be made aware of transport arrangements and agree that

they are sufficient. In addition, a completed, accurate Allergen Matrix for all dishes must accompany the food being delivered for service. The matrix must be completed and signed by the production kitchen and handed to the service employees, who must sign upon receipt. This matrix must be kept for a period of 6 weeks.

This part of the policy must be read in conjunction with The Guide to Allergen, Lifestyle & Medical Diet Provision in Schools, produced by the Food Department.

Secondary Schools/Colleges

In secondary schools to support this transition, the company does not prepare managed medical diet menus for secondary age pupils. Instead, our focus is on supporting pupils with medical dietary needs so that they can make safe choices. To support the secondary student to take control of their medical dietary needs, we make sure we:

- Adhere to strict food safety regulations – including transparency around the presence of the 14 legal allergens in every dish on our menus
- Encourage pupils to ask our teams about allergens

In secondary schools student information needs to be entered on the till system allowing student dietary requirements to automatically be identified at point of sale. This information must be followed at all times.

General Food Production and Service

It is important to reduce the risk of allergen cross contamination with allergens in the general production and service of foods within the business. The following procedures are in place to reduce the risk:

- Cleaning work areas down, using 2 stage cleaning, in between preparing different foods.
- Ensuring all equipment and utensils are cleaned in-between usage.
- Storing ingredients and foods in closed and labelled containers. This includes the Dry Stores, fridges and freezers.
- Store ingredients containing allergens separate from others.
- Washing hands thoroughly between preparing different foods.

Cooking can also cause cross contamination – such as chips cooked in the same oil as fish cannot be considered gluten or fish free.

When cooking allergen free foods, the use of separate clean oven cloths may be needed to prevent cross contamination where relevant.

Due to the nature of the business, it is not possible to completely eliminate the risk of cross contamination, unless a meal is produced for an individual in line with procedures for a **RED** category student.

At no time will the company make a free-from claim.

Allergen Matrices and Labelling

Any allergens contained within the food produced on site must be clearly communicated to any customer upon request. This information is produced in the form of an Allergen matrix and must be available for all foods in all service areas.

An accurate Allergen Matrix must be available for all foods served in the Unit to ensure that verbal information is accurate and can be cross referenced. The relevant/daily allergen matrix must be displayed on the orange clipboard in each service outlet.

Allergen Matrices for lunchtime service must be reviewed/updated each time the dishes are prepared within the menu cycle. The matrix must be signed and dated at each review.

Allergen matrices for services such as cold deli, hot deli, cakes must be reviewed as required to ensure that they are accurate at all times. The matrix must be signed and dated at each review.

Staff should also be aware and vigilant of cross contamination during service, such as salad bars, unwrapped cakes sharing a display unit, serving utensils & spillages.

Natasha's Law requires that any pre-packaged direct sale foods(PPDS) are clearly labelled with the following:

- The food name
- Full list of ingredients with the allergens emphasised

Within the business this will include foods such as sandwiches, baguettes, salad boxes, dessert pots, burgers and wraps, that have not been pre-ordered. Natasha's Law will mainly apply to the secondary school sector of the business as the majority of primary school pre order meals.

The company has an approved range of foods that are defined as PPDS. These foods are supported by standard recipes and ingredients which will allow an online labelling system to produce ingredients labels that comply with the requirements of the law.

It is important that all foods be labelled to identify if they contain any of the key allergens, therefore all in house produce will be labelled with the appropriate allergen label when stored in the fridge, freezer or dry stores. In addition, any foods that have been decanted from the original packaging will need to be labelled with the appropriate allergen label. Foods still in the original packaging do not need an allergen label as the manufacturer's information is available, even if opened, however they still need to be date labelled.

The Allergen Notice must be clearly displayed in a prominent position in all service areas instructing customers to ask a member of the Catering team about allergens in the food that is produced on site.

Hospitality Catering

Where possible it should be established at the time of booking if any persons attending have any allergies or special dietary requirements.

If YES separate foods must be prepared and labelled – following the procedures list in the **RED** category controls section.

An Allergen Matrix to be completed for each booking ensuring that any allergen information can be accurately communicated upon request. This must detail each item being served.

If the hospitality is taking place during normal service times, then an A5 Hospitality sign needs to be displayed and the allergen matrix in the service area for reference. Hospitality bookings outside of normal service times or in remote locations then the completed, accurate allergen matrix must be sent.

Mobilisation of new business

Due to the nature of the business Company's work the Company will take on the management of existing workplaces and employees, (via TUPE) it is important that a mobilisation procedure is followed to ensure that all new students' dietary requirements are identified prior to the go live date. In order to achieve this the following process must be followed:

- Allergen policy and alternative menu form shared and discussed with the client.
- Current student allergen information received from the school (this does not need to be on the company form)
- Set up Allergen Folder set up

Primary schools

- Students categorised (RED, AMBER, BLUE) and actions identified and recorded
- Allergen menus or bespoke menus completed for students.
- Parent meeting arranged, where necessary
- The student identification process discussed and agreed with the client.
- All staff briefed on unit procedures, student identification, special diets arrangements and allergen matrix

Secondary schools

- Till system reviewed and checked for student information
- Understanding of how the till system information is maintained (via SIMS or manual input)
- All staff briefed on unit procedures, student identification, special diets arrangements and allergen matrix

Checks and Audit.

To ensure that all allergen procedures are being followed at all times the Catering/Chef Manager will review the Allergen HACCP at the beginning of each term. Once completed they will complete the termly Allergen Checklist on the mpro5 system. Operations Managers will be able to monitor this confirmation via the mpro5 dashboard. Any issue identified must be addressed immediately with retraining taking place where necessary. Depending on issues identified an allergen investigation may be necessary which could lead to disciplinary action being taken. Members of the Operation Team will make spot checks on regular visits. Any issues must be recorded and addressed immediately.

Allergen Investigation

Any Allergen incident or near miss must be reported by the Catering/Chef Manager to their Operations Manager immediately. The incident must also be recorded on mpro5 via the Near Miss/Incident report flow.

All incidents must be investigated by a member of the Operations Team (with support by other departments) within 1 working day of the incident occurring, in order to establish the immediate, underlying and root causes of the incident. This includes a review of procedures in place, employee knowledge and training and compliance with procedures. Once completed the findings will be communicated to all relevant parties and any required action taken.

Any allergen incident resulting in hospital treatment will be reported to Worcestershire Regulatory Services under the Primary Authority Partnership by the QHSE Department.

Training

All employees must complete the relevant training necessary to keep our customers safe and support the effective implementation of the Allergen Policy. The Learning and Development Department oversees this training. This includes:

Allergen Introduction Training

All employees are sent this as part of their onboarding before starting work.

- Introductions to Allergens
- The importance of allergen management

Grow PRO e-learning Allergen Safety Training

As part of the company's role specific induction programme all employees complete the Grow PRO e- learning Allergen Safety training within the first week of employment. The training includes:

- The 14 major allergens
- Living with an allergy including symptoms and allergies and intolerances
- How to help someone suffering from an allergic reaction
- Managing allergens in the kitchen
- Managing allergen during service
- Company processes

Once completed a 10 question multiple choice test must be passed to check knowledge and understanding. The pass mark is 90%. Employees have 3 opportunities to pass the test before being referred back to the L&D Department. The L&D Department will notify the Regional Operation Director, Regional Operations Manager and Operations Manager of those employees that have failed the test after 3 attempts. The Operations Manager must establish the circumstances and provide additional training support before requesting the test be reset. In some circumstances if the test is not past then an employee may not pass their probation.

Company Allergen Safety Policy and Procedures

This training is completed by all members of the operational team. This training is conducted online in person. This includes:

- Company Allergen policy and Unit procedures, company recipes and allergen matrices.
- Roles and responsibilities in dealing with allergens,
- Primary school Red, Amber and Blue category students and relevant procedures
- Risk of cross contamination when storing, preparing and serving foods and relevant controls.
- Supporting documentation

Unit Allergen Procedures

Training for all unit based employees on local allergen procedures. To be completed on the first day of starting.

Refresher Training

Grow PRO e-learning refresher allergen training completed yearly by all operational and unit employees.

TAKE-10

Short awareness training completed on site by all unit employees (once a year usually at the October menu change).

Allergen Management Level 3

A one-day course for key personnel within the business as required.

All training is recorded on an employee's Training Record Card (paper & digital)

Documentation

Copies of all relevant documentation can be found in the Unit Allergen Folder or as electronic versions in mpro5 and the Document Library via the Internet. These documents are kept up to date by the relevant Departments.

Aspens operate a Primary Authority Partnership with Worcestershire Regulatory Services who have approved the company's policies and procedures.

Appendix 2 – additional useful guidance

FIRST AID FOR ANAPHYLAXIS



Recognise the Signs of Anaphylaxis...

A Airways

- Persistent cough
- Hoarse voice
- Difficulty swallowing
- Swollen tongue

B Breathing

- Difficult or noisy breathing
- Wheeze or persistent cough

C Circulation

- Persistent dizziness
- Pale or floppy
- Suddenly sleepy
- Collapse/unconscious

An allergic reaction can escalate to anaphylaxis which is potentially life-threatening. Always consider anaphylaxis in a food-allergic person even if there are no signs of a rash, hives or swelling.

ANAPHYLAXIS: ACTIONS TO TAKE

If any one or more of the above ABC symptoms are present, take these steps.

1. Administer an Adrenaline Auto Injector (AAI) without delay

Inject the AAI into the top of the outer thigh. If you're in doubt that it is anaphylaxis but one or more ABC symptoms are present, give the AAI, it will not harm them.



2. Dial 999 and say anaphylaxis ('ana-fill-axis')

Stay with the person until the ambulance arrives. **DO NOT** let them stand up and walk around.



3. The person should lie down immediately

If the person is not already lying down, they should do so, with legs raised if possible. If breathing is difficult, allow them to sit. If they have vomited or feel sick, gently turn them on their side.



4. Inject a second AAI into the outer thigh if there are no signs of improvement after 5 minutes

If there is no sign of life, start CPR immediately until help arrives.

Please learn these steps. This is life-saving information. You never know when you will need to act in an anaphylaxis emergency.

ANAPHYLAXIS

HOW TO USE EPIPEN AAI

If you think someone has an anaphylactic reaction, give the AAI without delay. It will not harm them.

Always consider anaphylaxis in a food-allergic person even if there are no signs of a rash, hives or swelling.

1. Remove the blue safety cap

Grasp the EpiPen in your dominant hand and remove the blue safety cap by pulling straight up. Remember: **Blue to the Sky, Orange to the Thigh!**



2. Position the orange tip

Hold the EpiPen at 90°, approximately 10cm away from the leg, with the orange tip pointing towards the outer thigh.



3. Administer the EpiPen AAI

Jab the EpiPen firmly into the outer thigh at a right angle. Hold firmly for 3 seconds, before removing and safely discarding.



4. Once the EpiPen AAI has been administered call 999

Ask for an ambulance and say "ana-fill-axis".

5. Lie the person down with legs raised immediately

If the person is not already lying down, they should do so, with legs raised if possible.

If breathing is difficult, allow them to sit. If they have vomited or feel sick, gently turn them on their side.



6. If there are no signs of improvement after 5 minutes, use a second EpiPen AAI

The person should remain still and lying down until the ambulance arrives. Don't try to get up, even if you start to feel better.

7. Start CPR

If there are no signs of life, start CPR immediately until help arrives.



For more information on EpiPen AAI's >>



Sign up to the free expiry alert service and receive reminders by text or email when your EpiPen is about to expire >>



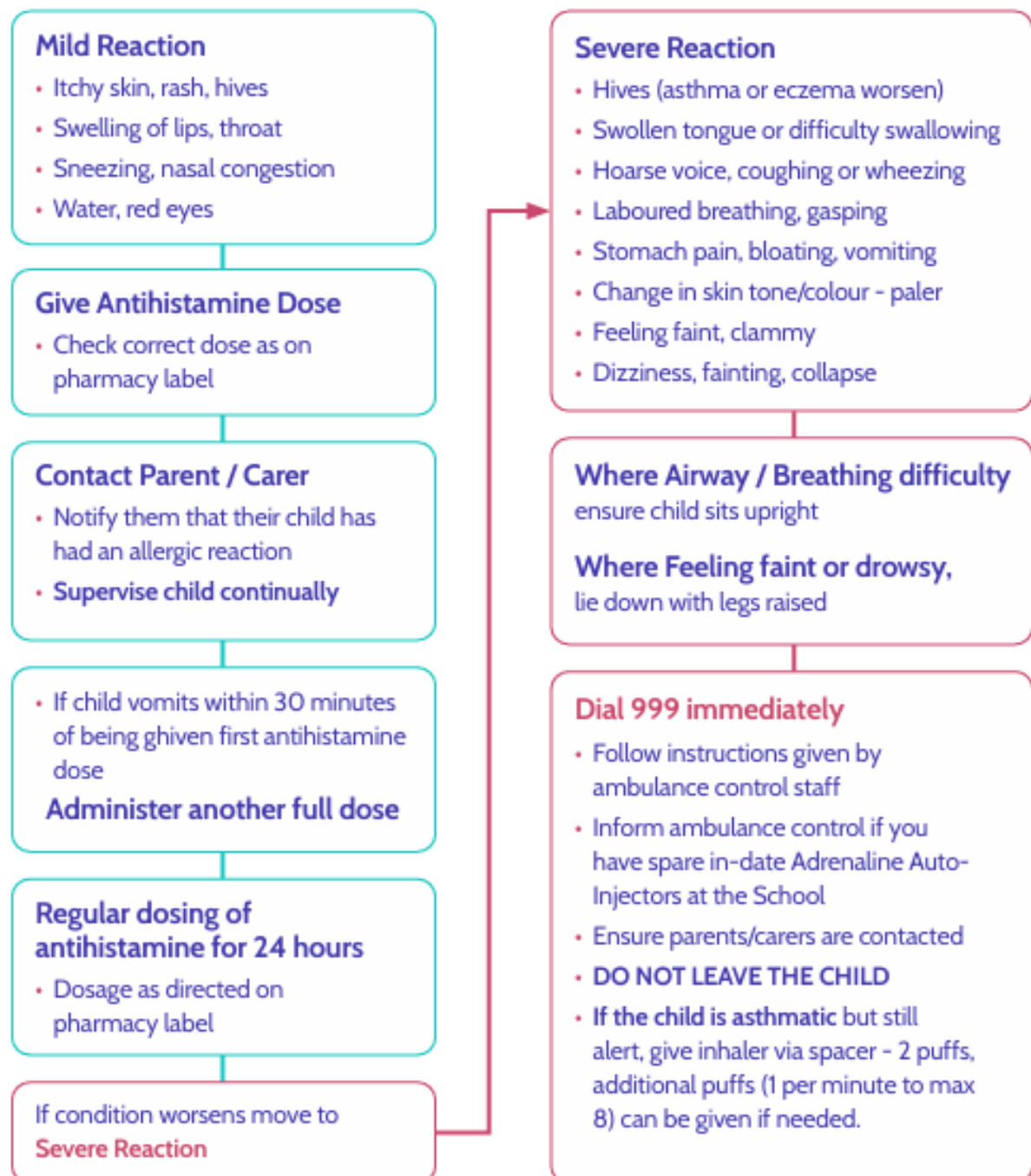
Notasha Allergy Research Foundation
The UK's Food Allergy Charity

Empower • Include • Protect
AllergySchoolOrg.uk

Registered charity England & Wales (1181046) Scotland (SC051610). Based on BSAC and 2022 MHRA guidance. Source: EpiPen.

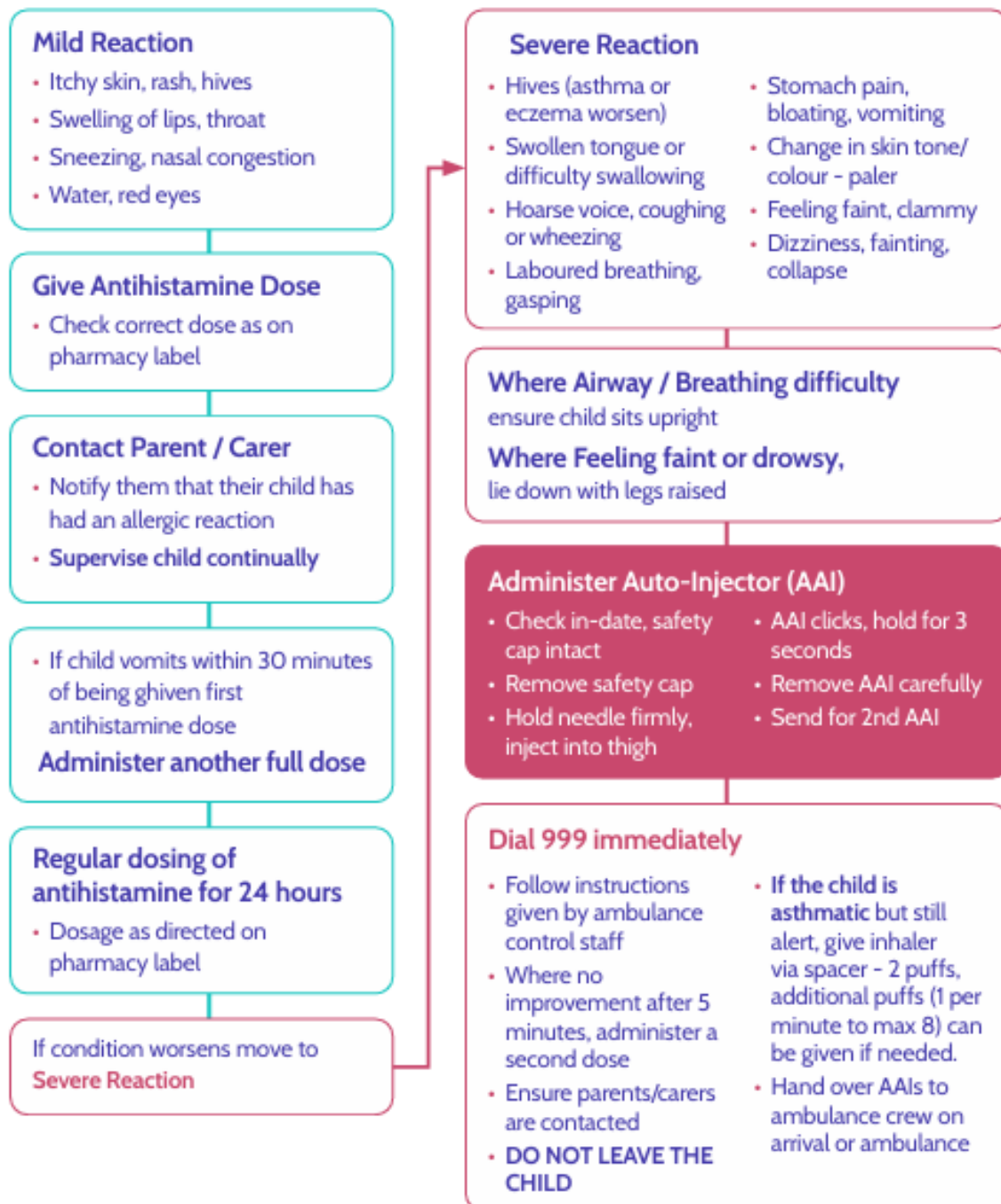
Flowchart for Allergic Reaction without use of Adrenaline Auto-Injector.

Refer to the child's BSACI Allergy Action Plan if they have one and call for other staff help if needed



Flowchart for Allergic Reaction with use of Adrenaline Auto-Injector.

Refer to the child's BSACI Allergy Action Plan if they have one and call for other staff help if needed



Information on allergies

The most common causes of food allergies relevant to this Policy are the fourteen food allergens:

- Cereals containing Gluten
- Celery
- Crustaceans
- Eggs
- Fish
- Soya
- Milk
- Nuts
- Peanuts
- Mustard
- Sesame Seeds
- Sulphur dioxide/Sulphites
- Lupin
- Molluscs

However, it is possible that any food has the potential to cause an allergic reaction. Contact with any food or materials containing a child's allergen has the potential to cause an allergic reaction for that child.

Latex, chemicals, medicines, grasses, pollen, weeds, trees, pets, insect venom and animal dander (shedded flakes of skin) can also cause allergic reactions.

Symptoms

Mild to moderate symptoms include:

- Swelling of the eyes, face and lips
- Runny or congested nose
- Raised itchy rash (hives), eczema flare, skin flushing
- Itchy mouth
- Stomach cramps, nausea, vomiting, diarrhoea

Severe symptoms include:

- Swollen tongue, hoarse voice or cry, difficulty swallowing and talking
- Chest tightness
- Breathing difficulties, persistent cough, wheeze
- Low blood pressure, feeling faint, collapse
- Pale and floppy (babies and small children)

Other support and resources

- Allergy Guidance for Schools - <https://www.gov.uk/government/publications/school-food-standards-resources-for-schools/allergy-guidance-for-schools>
- Allergy UK Helpline: providing support, advice and information for those living with allergic disease tel. weekdays 9am-5pm 01322 619898 - www.allergyuk.org
- Early Years Foundation Stage Statutory Guidance, Section 3 Safeguarding and Welfare Requirements - Food and Drink - [Statutory framework for the early years foundation stage](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/645476/early_years_foundation_stage_statutory_guidance_section_3_safeguarding_and_welfare_requirements_food_and_drink.pdf) ([publishing.service.gov.uk](https://www.publishing.service.gov.uk))
- Example menus for early years settings in England - Part I Guidance - [Example menus for early years settings in England: part 1](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/645476/example_menus_for_early_years_settings_in_england_part_1_guidance.pdf) ([publishing.service.gov.uk](https://www.publishing.service.gov.uk)) - Managing food allergies, intolerances and meeting cultural needs; Providing food allergen information; Reading food labels; Allergen information
- Food Standards Agency food allergy and intolerance online training - <https://allergytraining.food.gov.uk/>
- For pupils / students with Medical Conditions at School - [Supporting pupils with medical conditions at school](https://www.gov.uk/government/publications/supporting-pupils-with-medical-conditions-at-school) - GOV.UK (www.gov.uk)
Wales: <https://www.gov.wales/sites/default/files/publications/2018-12/supporting-learners-with-healthcare-needs.pdf>
Scotland: <https://www.gov.scot/publications/supporting-children-young-people-healthcare-needs-schools/>
Northern Ireland: <https://www.education-ni.gov.uk/publications/supporting-pupils-medication-needs>
- FSA reporting tool for allergies - <https://www.gov.uk/government/news/fsa-launches-allergy-and-intolerance-reporting-tool>
- Guidance on the use of adrenaline auto-injectors in schools (Department of Health, 2017) https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/645476/Adrenaline_auto_injectors_in_schools.pdf
Wales: <https://www.gov.wales/sites/default/files/publications/2018-12/guidance-on-the-use-of-emergency-adrenaline-auto-injectors-in-schools-in-wales.pdf>
- Training for Schools - <https://www.anaphylaxis.org.uk/information-training/allergywise-training/for-schools/>
- Transitioning to Secondary School - <https://www.anaphylaxis.org.uk/living-with-serious-allergies/serious-allergy-guidance-for-parents/preparing-for-and-managing-the-transition-to-secondary-school/>
- Whole school allergy and awareness management - <https://www.allergyuk.org/schools/whole-school-allergy-awareness-andmanagement>



Top 14 Allergens



Celery



Cereals containing gluten



Crustaceans



Eggs



Fish



Tree Nuts



Milk



Molluscs



Soya



Peanuts



Sesame Seeds



Soya



Sulphur Dioxide



Tree Nuts



Notsabe Allergy Research Foundation
The UK's Food Allergy Charity

Empower • Include • Protect
AllergySchool.org.uk

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