

ISS UK&I Primary School Medical Dietary Safeguarding Policy

October 2025

PURPOSE

ISS school menus are designed to cater for most of the school pupil population, however menus or meals may need to be adapted (special diet menu) or further information may need to be provided for pupils with medical dietary requirements. Medical dietary requirements may be due to food allergy, intolerance, coeliac disease or other medical conditions. It is important to us that children who have medical dietary requirements are able to enjoy school mealtimes alongside their peers, and we strive to accommodate this where it is safe for us to do so.

This policy supports the **ISS UK&I Primary Medical Dietary Safeguarding Procedure** and is designed to enable parents/guardians to make an informed decision as to whether school meal provision will be suitable and safely meet the medical dietary requirements of their child.

SCOPE

This policy applies to the ISS UK&I primary school food business and governs the dietary safeguarding of pupils with food allergy, intolerances, coeliac disease and/or other medical dietary requirements who require the provision of nutrition information and/or special diet meals or menus.

POLICY STATEMENT

Our priority is to safeguard the children who use our service and the staff who serve them, therefore we have a robust policy and procedure in place that must be followed at all times. As safety is our number one priority, pupils who have medical dietary requirements must be included on the **Special Diet Register** to receive school meals. This requires following the **ISS UK&I Primary Medical Dietary Safeguarding Procedure** which includes a risk assessment that is in line with LACA National Allergen Management Guidance, an industry-wide code of conduct for the management of allergens in schools, and considers the nature of the dietary medical requirement and the school kitchen catering environment.

Customer & Food Safety

Whilst ISS operates a robust and rigorous medical diet safeguarding procedure, the school catering team receive allergy and special diet training, and all kitchens operate controls to minimize the risk of cross contamination, we are unable to guarantee that all risks associated with the compilation and creation of a special diet menu can be eliminated from the school dining environment. This advice is consistent with Allergy UK and Anaphylaxis UK, who state that a completely allergen free environment is artificial and inconsistent with the real world.

ISS Classification - Unrestricted

WARNING – Printed versions may be out of date. It is the responsibility of the user to verify that this copy is of the latest revision.

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PEOPLE MAKE PLACES



Peanut & Tree Nut Allergy

It is the policy of ISS to not knowingly include nuts or peanuts in our supply chain, kitchen sites or in any products, meals or menus served in primary schools.

We work closely with our suppliers, and the ISS Nutrition and Procurement team control the ingredients and products used in our recipes and menus to ensure they do not carry any nut or peanut 'contains' or 'may contain' warnings. ISS however, cannot be responsible for any cross-contamination that takes place prior to receiving the products in the school kitchen.

If your child has an allergy to nuts and/or peanuts and no other food allergy or medical dietary requirements, the **ISS UK&I Primary Medical Dietary Safeguarding Procedure** is required to be completed to ensure your child is included on the **Special Diet Register** and a signed consent form is returned, before your child can freely select meals from the standard school menu.

If your child has a nut and/or peanut allergy and additional food allergy or medical dietary requirements, your child will not be able to eat freely from the standard school menu and a special diet menu will be created following completion of the **ISS UK&I Primary Medical Dietary Safeguarding Procedure**.

Egg Allergy

We understand that some children with egg allergy may be able to consume egg when it is fully cooked in a food matrix. To accommodate most children, please indicate on the **Medical Diet Referral Form** whether your child requires a menu which excludes All Egg or Raw and Undercooked Egg Only.

Raw and Undercooked Egg Only menus will include recipes and foods where egg is included in a matrix and/or is well cooked, namely, cakes, biscuits, dry egg noodles, pre prepared frozen Yorkshire puddings, pasteurised mayonnaise, meat sausages, burgers or Quorn if egg is an ingredient. It will not include hard boiled, poached, scrambled egg etc, quiche, frittata, egg glazed foods, homemade Yorkshire puddings, homemade pancakes.

Milk Allergy

We understand that some children with allergy to milk may be able to consume it when it is cooked. To accommodate most children, please indicate on the **Medical Diet Referral Form** whether your child is allergic to All Milk and Dairy Products or Drinking Milk Only.

Drinking Milk Only menus removes milk as a drink only. All other milk and dairy containing recipes and foods are included on the menu.

Crustacean, Mollusc & Kiwi Allergy

All ISS primary school recipes do not 'contain' or 'may contain' crustaceans, molluscs or kiwi. If your child has an allergy to crustaceans, molluscs and/or kiwi and no other food allergy or

medical dietary requirements, a **Medical Diet Referral Form** not need to be completed and your child will be able to freely select meals from the standard school menu.

If your child has allergy to crustaceans, molluscs and/or kiwi, and additional medical dietary requirements, your child will not be able to eat freely from the standard school menu and an special diet menu will be created following completion of the **ISS UK&I Medical Dietary Safeguarding Procedure**.

Energy & Nutrition Information

ISS can provide energy and nutrition information for the standard school menu and for recipes which are included on special diet menus. If your child has a medical condition which requires nutrition information, please refer to the **ISS UK&I Nutrition Information Policy**.

Modified Texture Meals

We can consider your request if your child requires modified textured meals (MTM) for medical reasons e.g. soft mashed or pureed. Please refer to the **ISS UK&I MTM Primary Procedure** for further information.

THE SPECIAL DIET REFERRAL & MENU

Compliance with the ISS UK&I Primary Medical Dietary Safeguarding Policy & Procedure

ISS will be unable to cater for your child and reserves the right to decline a special diet menu referral if the **ISS UK&I Primary Dietary Safeguarding Policy & Procedure** has not been followed, including failure to provide sufficient information on the **Medical Diet Referral Form** and/or a request is received without acceptable supporting medical documentation, provided by a registered health professional.

Supporting Medical Documentation & Additional Information

Removing foods or adjusting a child's diet should only be done under the guidance of a registered health professional therefore, the **ISS UK&I Primary Medical Dietary Safeguarding Procedure** requires that supporting medical documentation, which specifies your child's medical condition, must be supplied with every **Medical Diet Referral Form** that is submitted. For allergies and intolerances, this must also confirm which ingredients or foods your child needs to exclude from their diet.

Acceptable medical documentation should be from a registered health professional, such as, Doctor, GP, Dietician, Nurse or another qualified NHS professional. If your child is awaiting a test or specialist appointment, a headed note from your GP confirming your referral and the suspected condition and foods can be supplied in the interim. Commercial intolerance reactivity tests, school care plans and homeopathic documentation will not be accepted.

All special diet menu requests must also be submitted with a recent photograph of your child.

If the ISS Nutrition Team requires any further information regarding your child's dietary requirements, then they may contact you or the school directly.

Special Diet Menus

Special Diet Menus exclude the ingredient/s that contain or may contain the foods that have been specified on the **Medical Diet Referral Form**.

Whilst ISS endeavors to ensure a variety of meal options are available each day, we cannot guarantee the same number of choices on a special diet menus as the standard school menu. Every special diet menu will have a minimum of one main meal and dessert each day. If there is more than one meal option available and you would like your child to have a particular choice, to avoid disappointment, please contact your school and notify them of your meal selection at least one week in advance.

The special diet menus created and issued will be based on the school contract area menu. As schools can adapt menus from the contract area menu, there may be some dishes on your child's special diet menu that are not similar to, or included on your school's standard menu.

Special Diet Menu - Allergy Safeguarding Menus

Children with two or more allergies to any of the legislated 14 allergens will be provided with an Allergy Safeguarding Menu. This menu excludes these allergens except gluten containing cereals and fish.

Children with dairy and egg allergy only, sesame, dairy and egg only or sesame and allergy to one additional allergen will not have an Allergy Safeguarding Menu. Yogurt and optional cheese will remain on Allergy Safeguarding Menus for children without dairy allergy/intolerance.

Temporary Meal Options

ISS offers a limited selection of temporary meals to ensure children with medical dietary requirements can be safely catered for until the special diet menu is in place. The temporary meal options are suitable for most diets. Please refer to the **Temporary Meal Form** where you can select your child's temporary meal option.

Theme Day Menus

In addition to the standard school menu, ISS also operates themed menus to support culture awareness days which can add variety and interest to lunchtimes. These promotions are set by the business and managed and planned locally.

If your child has allergies and/or intolerances to the 14 allergens legislated by the 2014 EU Food Information for Consumers Regulation (FIC) it will be stated on the left hand side of the special diet menu if they may participate in the theme day special diet options. By consenting to the special diet menu, you are also consenting to the special diet theme day menu.

These special diet menu options do not contain or may contain the 14 allergens covered by the EU legislation. We aim to keep these in line with the main promotional menu as much as possible, however, this may not always be feasible.

For children who have allergies to other allergens, they may have the opportunity to select their favorite meal and dessert from their special diet menu to have on a themed day.

ISS Food Supply

Whilst we have no direct control over the manufactures' processes or procedures in their factories, they must comply with ISS Health and Safety requirements and regular audits are conducted.

ISS will consider any 'may contains' allergen declarations provided by our suppliers on their products as a 'contains' allergen.

Our suppliers update us on any allergen and ingredient changes, and affected special diet menus will be updated as needed.

Dietary Preferences

Vegetarian, vegan, religious or cultural diets are not classified as requiring a special diet menu. If your child has a medical dietary requirement and requires these to be vegetarian, vegan or meet religious or cultural requirements please include this information when registering your child for a special diet menu using the referral form.

RESTRICTIONS OF THIS POLICY

Our priority is to safeguard the children who use our service and the staff who serve them. We are a school catering business and not a dietetic and/or medical catering business. If you feel your child's dietary requirements are of high risk, where our catering services may be unsuitable and/or do not meet the needs of your child, then we would suggest making alternative catering arrangements.

ISS reserves the right to refuse to provide a meal or special diet menu, if following a risk assessment, it is not possible to safely cater for a pupil, owing to the severity and/or complexity of the individual's medical dietary requirements.

DATA PROTECTION

Please see the Medical Diet Referral Form for details on how any data provided will be managed and protected.

CHANGE LOG

Date of Change	Author of Changes – Name and a Job Title	Short Summary of Changes
01.10.25	Ruth Harrison, Company Nutritionist	Updates to policy wording
01.10.25	Lisa-Marie Huggins, Head of Nutrition	Updates to policy wording