

ISS UK&I Primary School Medical Dietary Safeguarding Procedure

October 2025

PURPOSE

This procedure supports the **ISS UK&I Primary Medical Dietary Safeguarding Policy** and details the procedure that parents/guardians and schools must follow for pupils with food allergy, intolerances, coeliac disease and/or other medical dietary requirements. This procedure details the 'whole school approach' needed to safeguard children with medical dietary requirements and should be read alongside the **ISS UK&I Primary Medical Dietary Safeguarding Policy** 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.

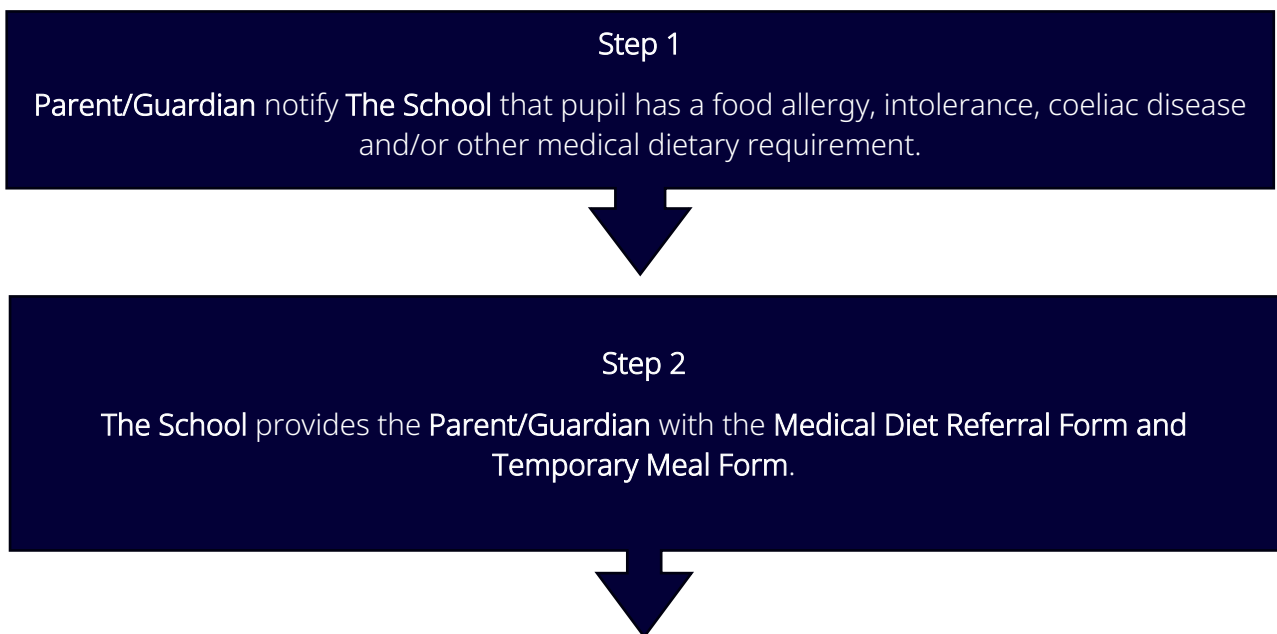
SCOPE

This procedure 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 a special diet menu.

At ISS, 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.

PROCEDURE

The following information explains the process which needs to be completed to enable ISS to cater for pupils with food allergy, intolerances, coeliac disease and or other medical dietary requirements.



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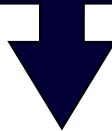
PEOPLE MAKE PLACES



Step 3

Parent/Guardian completes the **Medical Diet Referral Form**. If the pupil requires a special diet menu, the pupil can be provided with a temporary meal after the parent/guardian has completed **Temporary Meal Form**. If the temporary meal options are not suitable, pupils must be provided with a packed lunch from home until a special diet menu is issued.

Parent/Guardian returns completed forms to the **The School** with a photo of the pupil (used as pupil identification during meal service) and the required supporting medical documentation (please see the **UK&I Primary Medical Dietary Safeguarding Policy** for further information)



Step 4

The School provides a copy of the completed **Temporary Meal Form** and the pupil photo to the **School Kitchen Manager**. This will enable the Temporary Meal to be served to the pupil.



Step 5

The School emails a copy of the completed **Medical Diet Referral Form** and the supporting medical documentation to the **ISS Education Nutrition Team** (nutrition@uk.issworld.com). Hard copies of medical documentation must be returned by the school to the parent/guardian.



Step 6

ISS Education Nutrition Team reviews **Medical Diet Referral Form** and medical documentation. If the risk assessment and requirements of the **UK&I Primary Medical Dietary Safeguarding Policy** are met, the pupil will be added to the **Special Diet Register** and a special diet menu will be created that excludes ingredients that contain or may contain the allergens that have been specified on the **Medical Diet Referral Form**.

During peak periods, this may take up to 3 weeks from the date all required information is received by the **ISS Education Nutrition Team**.



Step 7

ISS Education Nutrition Team issue special diet documentation and/or menu for the pupil to the ISS Education Operation Management Team and notify The Feeding Hungry Minds Team, who are responsible for the meal ordering systems.

Step 8

ISS Education Operation Management Team issue hard copies of the special diet documentation and/or menu for the pupil to The School and School Kitchen Manager.

Step 9

The School issue hard copies of the special diet documentation and/or menu, including the Consent Form, to the pupil's Parent/Guardian.

To comply with data protection laws in the UK, the information must be sent directly to the Parent/Guardian by The School

Step 10

Parent/Guardian signs the Consent Form and returns to The School after reviewing the special diet documentation and/or menu. (Please note the special diet menu can not be served until a signed consent form has been returned by the parent/guardian)

Step 11

The School issues the signed Consent Form to the ISS Education Operation Management Team who will then pass to the School Kitchen Manager. Meals from the special diet menu are then permitted to be served by the School Kitchen Team.

Menu Changes

ISS school menus are changed twice a year. The Autumn/Winter menu starts after the October half term and the Spring/Summer menu starts after the Easter half term, for the majority of

schools. All pupils on the **Special Diet Register** will automatically be issued new special diet documentation and/or menus for Parent/Guardian consent in advance of the menu changes.

New referrals for special diet menus, which are received 3 weeks before the half term preceding the menu change will receive a temporary meal until the new menu begins.

Changes to Medical Dietary Requirements

Parents/Guardians are responsible for informing The School immediately with any changes to the pupil's medical dietary requirements. They must complete a new Medical Diet Referral Form and provide updated supporting medical documentation. The School is responsible for providing the updated information to the ISS Education Nutrition Team (nutrition@uk.issworld.com). Updated special diet documentation and/or menus will be issued by ISS following the process as outlined above.

Cancellation of a Special Diet

If a child no longer requires special diet documentation and/or menus, Parents/Guardians must inform The School, by submitting the request in writing. The School will email the cancellation notification to the Feeding Hungry Minds Team (feedinghungryminds@uk.issworld.com) who will notify the ISS Nutrition Team (nutrition@uk.issworld.com).

Failure to Comply with the ISS UK&I Dietary Safeguarding Procedure and Policy

ISS reserves the right to decline a referral if the ISS UK&I Primary Dietary Safeguarding Procedure and Policy has not been followed, including failure to provide sufficient information and medical documentation. Medical Diet Referrals received without supporting medical documentation provided by a registered health professional will not be processed and ISS will be unable to cater for your child. Please see the ISS UK&I Primary Dietary Safeguarding Policy for more information.

ROLES & RESPONSIBILITIES

The School

- Provide the Medical Diet Referral Form, when they are notified of a pupil's food allergy, intolerance, coeliac disease and/or other medical dietary requirements to Parent/Guardians.
- Email completed Medical Diet Referral Forms and medical documentation to the ISS Education Nutrition Team.
- Provide a copy of the completed Temporary Meal Form and the pupil identification photo to the School Kitchen Manager.
- Pass special diet documentation and menus to Parents/Guardians, to ensure compliance with GDPR legislation.
- Pass completed consent forms to the ISS Education Operation Management Team
- Notify the Feeding Hungry Minds of any school leavers or special diet cancellations.
- Facilitate communication between ISS and Parent/Guardian if required

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- Comply with and support ISS Policy & Procedures, to ensure a whole school approach to dietary safeguarding.

Parents/Guardians

- Accurately complete the Medical Diet Referral Form and submit this to the school with supporting medical documentation and pupil photo.
- Communicate with ISS Education Nutrition team if they are contacted regarding their child's requirements.
- Review the special diet documentation and menus and ensure the consent forms are signed and returned to the school in a timely manner.
- Inform the school if their child's dietary medical requirements have changed or if they no longer require a special diet menu.

ISS Education Nutrition Team

- Assess and process the Medical Diet Referral Form, manage the Special Diet Register, create, and issue special diet documents and menus using ingredient and allergen information provided by ingredient suppliers.
- Contact Parents/Guardians or The School where further information is required and to inform where referral forms are unable to be processed.
- Support Parents/Guardians, The School and ISS Education Operation Management Team queries.

ISS Education Operation Management Team

- Assist the school through the ISS Primary Medical Dietary Safeguarding Procedure.
- Provide The School with the Medical Diet Referral and Temporary Meal Form
- Print out the special diet documents issued by the ISS Education Nutrition Team, including the special diet menu and consent forms, and pass onto The School and Kitchen Manager.
- Support the Kitchen Manager and ensure all correct paperwork and signed Consent Forms have been received before the child commences their special diet menu.
- Ensure all kitchen team are up to date with compulsory allergen and special diet training and comply with all ISS Health and Safety policies and procedures.

ISS Education Kitchen Managers

- Ensure all school kitchen team are aware and fully briefed on the child requirements, including pupil identification using the supplied photograph.
- Ensure Temporary Meal Forms, special diet menus and consent forms have been received before serving a pupil a school meal.
- Ensure all allergen and special diet management processes and procedures are followed at all times.
- Ensure kitchen teams are up to date with compulsory allergen and special diet training and comply with all ISS Health and Safety policies and procedures.

DEFINITIONS

- **Special Diet Register** – includes the required information for every child that has been referred using the Medical Diet Referral Form and enables the special diet documents and menus to be issued.
- **Special Diet Menu** – a menu that has been designed to meet the dietary medical requirements of each child on the Special Diet Register.
- **Medical Diet Referral Form**- The form that must be completed and submitted with supporting medical documentation to register a pupil with medical dietary requirements and to receive special diet documentation and menus.
- **Medical Documentation**- documents provided by a registered health professional which support and specify the pupils medical dietary requirements and the foods/ingredients that must be excluded from school meals.
- **Consent Form**- a form signed by the parent/guardian to confirm they wish their child to receive school meals provided by ISS.
- **Temporary Meal Form**- a form signed by the parent/guardian to confirm which temporary meal may be served to their child until a special diet menu is in place.

DOCUMENT REFERENCES

- ISS UK&I Primary Medical Dietary Safeguarding Policy
- Medical Diet Referral Form
- Consent Form
- Temporary Meal Form

CHANGE LOG

Date of Change	Author of Changes – Name and a Job Title	Short Summary of Changes
01.10.25	Ruth Harrison, Company Nutritionist	Updated procedure with flow chart, definitions and revised wording
01.10. 25	Lisa-Marie Huggins – Head of Nutrition	Updated procedure with flow chart, definitions and revised wording.