



# Special Diets

## Welcome Pack

An informative  
guide for families  
to ensure the  
most enjoyable  
school lunch!



NYES Catering have a dedicated team who work closely, are able to provide information, and will aid with any queries around our menus, including special diet menus, allergens, school food standards, and nutrition.

Our catering teams work with you, and your school, to ensure that we are able to support, where possible, with any special dietary requirements that your child may have.

The allergen procedures and policies we have in place are essential requirements to ensure that the individual needs of pupils are safely met. It is vital that on behalf of your child you, as their parents/carers/guardians, meet with your school, and us, your catering team, to go through the options and variety of nutritionally balanced meals available. This is particularly important within the education setting, due to pupils within these settings being under 18.

As well as a focus on allergens, special diets include: intolerances, religious and cultural requirements, and dietary choices. We work closely with our local suppliers to ensure that we are continuously increasing the availability of allergen-free foods, have a variety of food on offer, and utilise these where possible to align with our core menus, and to ensure an inclusive offer.

We comply with government guidelines around food regulations for allergens and food labelling. We provide centralised recipe and menu packs to our on-site catering teams, which also contain a breakdown of ingredients, and the food allergens they contain.

We are proud to be working in partnership with your school, and we want to ensure your child is able to enjoy a meal with us, your friendly catering team, and their friends at lunchtime.

NYES Catering Team



## Special Diet Welcome Pack

We want to ensure that your child is safely catered for each day and, with this in mind, we require some details from you as their parent/carer/guardian.

After you return this completed information, your school will arrange a meeting with you and your on-site catering team to discuss this information in more detail and go through the menu, to help review what is suitable for your child each day.

For meals that aren't suitable, we will try to adapt the recipe for your child, however in some instances this may not be possible, but we will do our best to be able to offer an alternative.

## Step-by-step process for developing a menu for a child with an allergy or intolerance:

1. Complete the special dietary requirement form at the bottom of this document.
2. Return this to the school with a recent clear portrait photograph of your child and a medical note from your child's doctor or dietitian. This note should outline the allergy, intolerance or other special dietary request.
3. The school will pass this information on to the catering team and they will assess the requirements. The school may request a meeting with yourself and the on-site catering team.
4. The meeting will include reviewing the information shared in more detail, as well as going through the menu to agree the most suitable option for your child.
5. The cook will complete an agreed menu sheet of suitable dishes which all parties will sign to say they are happy and agree a start date.
6. We are unable to provide meals until this process is fully completed and agreed.
7. It is your responsibility as a parent/carer/guardian to notify the school in writing immediately of any changes to the dietary information given.

**Note: as the menu changes, your school catering team will be able to advise you/your school on the dates the menu will change, and a simple refresh meeting can be arranged to update your child's menu.**



# What is the difference between food allergy and food intolerance?

## Food allergy

The body's immune system reacts to certain allergens in food by producing antibodies, which can cause immediate, sometimes severe symptoms such as: itching, swelling of the throat and tongue, difficulty in swallowing, abdominal cramps, nausea and vomiting, skin hives, and in extreme cases respiratory difficulties and a severe fall in blood pressure leading to anaphylactic shock. This can prove fatal.

## Food intolerance

The body has difficulty digesting or the inability to digest certain foods. Symptoms usually take longer to appear and may include headaches, fatigue and digestive problems. Food intolerance is harder to diagnose than a food allergy and affects many more people.

## Who is at risk?

Anybody. A person with an allergy is at risk even if they consume a small amount of the food allergen. A food allergen or intolerance can be developed at any time of life irrespective of whether the food has been consumed previously.

Whilst we are unable to guarantee a completely 'food allergen-free' environment as we use foods containing allergens in our kitchens, we use non-allergen containing ingredients (where possible) to meet the requirements of customers with food allergies/intolerances and further reduce the risk by implementing procedures to prevent cross-contamination.

We do not use nuts as 'an ingredient' in our recipes but cannot guarantee a 'nut-free' environment as some of our food products may have come into contact with nuts or nut products during manufacturing.



# There are 14 major allergens which need to be declared when used as ingredients.

Please see these icons below, which we utilise on our allergen matrix and on our core menu.



# Special Diet (SD) Form

If your child has a special dietary requirement, this form must be completed by yourself as their parent/carer/guardian, and returned to the school office to start the Special Diet Registration process.

The information provided will be used to inform the school and school catering team when providing meals for your child.

## Checklist

- ☐ Download and complete this form
- ☐ Email this completed form to your school, for them to share with the catering team
- ☐ Include a recent, clear portrait photograph of your child **OR** ask your school to use a recent photo of your child
- ☐ Include a medical note from your child’s dietician or doctor

## School Information

School Name:

Year:

Class / Form:

## Pupil Information

Full Name:

Date of Birth:

Name of Parent/Carer/Guardian:

Contact Number and Email for Parent/Carer/Guardian:



# Special Diet/Allergy Requirements Request Information

Please only complete the relevant boxes and sections below.

Food Allergies

Has this food allergy been medically diagnosed?

Yes

No

If YES, please provide the school with written advice from a doctor or dietician

If NO, you must provide written evidence from a doctor or dietician to confirm changes required

Has the child been assigned an Adrenaline auto-injector (AAI) for their allergy?

Yes

No

There are 14 EU recognised allergens. Please select all that apply to your child.

Celery	Fish	Nuts	Gluten	Crustaceans	Mustard	Sesame
Eggs	Milk	Peanuts	Lupin	Molluscs	Soya	Sulphur Dioxide

My child CAN have ‘may contain’ or ‘made in a factory that may contain’ for the identified allergens above

Yes

My child has an allergy to a food not listed – please state details

It may not be possible to cater for other allergies as they are not required to be highlighted on food labels and identified by our suppliers.

OTHER DIETARY REQUIREMENTS	PLEASE PROVIDE FULL DETAILS
Food Intolerances	
Medically prescribed diet: (Written advice from Doctor must be provided).	
Religious/Ethical	

ANY ADDITIONAL INFORMATION

Print Name of Parent/Carer/Guardian (acts as signature)

Date

It is the responsibility of the parent/carer/guardian to notify the school in writing immediately of any changes to the information above.

# Useful Websites & Information

## Allergy UK:

[www.allergyuk.org](http://www.allergyuk.org)

## Food Standards Agency:

[www.food.gov.uk/safety-hygiene/food-allergy-and-intolerances](http://www.food.gov.uk/safety-hygiene/food-allergy-and-intolerances)

## Department for Education:

[www.gov.uk/government/publications/school-food-standards-resources-for-schools/allergy-guidance-for-schools](http://www.gov.uk/government/publications/school-food-standards-resources-for-schools/allergy-guidance-for-schools)

## NHS:

[www.nhs.uk/conditions/food-intolerance/](http://www.nhs.uk/conditions/food-intolerance/)  
[www.nhs.uk/conditions/food-allergy/](http://www.nhs.uk/conditions/food-allergy/)

## NYC:

[www.northyorks.gov.uk/](http://www.northyorks.gov.uk/)

## NYES:

[nyes.info/](http://nyes.info/)



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[@say-yes-to-nyes](https://www.linkedin.com/company/say-yes-to-nyes)

# Contact Details

## Facilities Management

Email: [NYESCatering@northyorks.gov.uk](mailto:NYESCatering@northyorks.gov.uk)

Tel: 01609 535324

Personal data is held locally at the school for operational reasons. We do this so that we can facilitate the allocation of all special dietary requirements. A copy of the completed Special Diet (SD1) Form will be stored on the NYC Network. Please be assured all information is held in accordance with data security and data retention policies. Most importantly it is held with the sole purpose of attending to pupil's dietary needs, to ensure the health and safety of the children and young adults to whom meals are served. By completing this form you are agreeing this data can be held for the purposes of producing a safe meal.

For more information on how the Catering Service processes your personal data, please refer to our dedicated Privacy Notice available on the NYES Catering Resources Page at <https://nyes.info/>

