



Food Safety & Allergy Management Policy

1. Purpose of this Policy

The Special Lioness is committed to providing safe, inclusive, and enjoyable experiences for all children and families who attend our events. Many of the children we support have complex medical needs, allergies, feeding challenges, or dietary restrictions. This policy outlines how we manage food safety and allergy risks to protect the wellbeing of everyone involved.

2. Our Commitment

We will:

- Prioritise the safety of children, families, and volunteers
- Follow safe food handling practices at all events
- Take allergies and dietary needs seriously
- Communicate clearly with families about food provided
- Reduce the risk of cross-contamination
- Ensure volunteers understand their responsibilities
- Encourage families to share relevant dietary or medical information

We aim to create environments where families feel confident and supported.

3. Scope

This policy applies to:

- All volunteers
- Trustees
- Contractors or caterers supporting events
- Families and visitors attending activities where food is present

It covers all food served, shared, or consumed at charity-run events.

4. Responsibilities

4.1 Trustees

Trustees are responsible for:

- Ensuring appropriate food safety arrangements
- Approving catering providers where used
- Reviewing incidents and updating procedures

4.2 Volunteers

Volunteers must:

- Follow this policy and any event-specific guidance
- Handle food safely and hygienically
- Avoid preparing food if unwell
- Report concerns or incidents immediately
- Never guess ingredients or allergen content

4.3 Families



Making Special Memories With Special Families

Families are encouraged to:

- Share allergy or dietary information in advance
- Bring their own food if preferred or medically required
- Supervise their children during food service
- Inform volunteers immediately if an allergic reaction occurs

5. Food Preparation & Handling

5.1 General Food Safety

Volunteers will:

- Wash hands before handling food
- Use clean utensils and surfaces
- Store food appropriately
- Keep raw and cooked foods separate
- Avoid preparing food at home unless pre-agreed and low-risk
- Ensure food is within safe temperature ranges

5.2 Catered Events

Where external caterers are used:

- They must hold appropriate food hygiene certification
- They must provide allergen information on request
- They must follow UK food safety regulations

6. Allergy Management

6.1 Identifying Allergies

We will:

- Ask families to share allergy information during event registration
- Record and communicate allergy information to relevant volunteers
- Clearly label food where possible
- Provide allergen information from caterers when available

6.2 Reducing Risk

We will:

- Avoid high-risk allergens where possible
- We operate a NUT free environment at all of our events, other allergens will be added depending on the needs of others as per guest list.
- Keep allergen-containing foods separate
- Use separate utensils for different foods
- Avoid buffet-style serving for high-risk groups unless carefully managed
- Encourage families with severe allergies to bring their own food

6.3 Cross-Contamination

Volunteers must:

- Never guess whether food is allergen-free
- Avoid touching food after handling allergens



Making Special Memories With Special Families

- Clean surfaces thoroughly between uses
- Use gloves where appropriate

7. Medical & Feeding Needs

Many children attending our events have specialist feeding requirements. We will:

- Encourage families to manage their child's feeding needs
- Provide safe, clean spaces for tube feeding or medical routines
- Avoid handling specialist feeding equipment
- Never administer feeding unless trained and authorised
- Call emergency services if a child becomes unwell

8. Emergency Response to Allergic Reactions

If an allergic reaction occurs:

1. Call emergency services immediately
2. Alert the child's parent or carer
3. Follow the parent/carer's instructions
4. Do not administer medication unless trained and authorised
5. Record the incident and report it to trustees

Parents/carers remain responsible for administering EpiPens or other emergency medication unless a prior agreement exists.

9. Food Brought by Families

Families may bring their own food. We ask that they:

- Avoid sharing food with others
- Label containers where possible
- Supervise children during eating
- Inform volunteers of any spills or hazards
- We operate a NUT free environment at all events

10. Training

Volunteers will receive guidance appropriate to their role, including:

- Basic food hygiene awareness
- Allergy awareness
- Safe serving practices
- Emergency procedures

Formal food hygiene certification is encouraged for volunteers involved in regular food handling.

11. Incident Reporting

All food-related incidents, allergic reactions, or near misses must be reported to a trustee.



Making Special Memories With Special Families

Incidents will be reviewed to identify improvements.

12. Review of Policy

This policy will be reviewed annually by the Board of Trustees or sooner if:

- There are significant changes in activities
- New risks emerge
- Legislation or best practice changes