

FOI number: **HBC\_FOI\_20200036**  
Date FOI Received: **15/01/2020**  
Department: **Environmental Health**  
Title: **Food Hygiene: Hertswood Academy and Little Reddings School**  
Description: **Concerns regarding food hygiene inspections for Hertswood Academy and Little Reddings School 2019/2020.**

**Request: (As Redacted sent by requestor)**

I'm writing a story for this weekend's Sunday Times about poor food hygiene in some British schools. I've found that two Hertsmere schools have particularly bad food hygiene ratings:  
Hertswood Academy  
Little Reddings School  
Both of these received one star out of five, and we'll be writing about them in the piece. Would the council be able to explain why these schools were rated so low? What specifically was wrong with the food safety in these schools, and were children in any danger? Happy to chat on the phone. We'd like a response by Friday morning if possible.

**Response: (Response as Redacted sent by service)**

Please find attached the following:

1. The inspection report for Little Reddings Primary School inspected on 10.9.19. The school has subsequently provided evidence that the work required has been carried out and requested a revisit for a re-rating. An inspection will be carried out in due course.
2. The inspection report for Hertswood Academy inspected on 24.1.20. The kitchen inspected on 8.5.19 was demolished and re-built on the same site.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office

Wycliffe House, Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone: 01625 545700

Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services



Scanned 20/9/19

**ENVIRONMENTAL HEALTH**

Caterlink Ltd

Your ref:  
Our ref:  
Ext: 5200  
Email:  
Tel: 02082077435  
Date: 10<sup>th</sup> September 2019

Dear Sir or Madam

**Regulation (EC) No 852/2004: Hygiene of Foodstuffs  
The Food Safety and Hygiene (England) Regulations 2013  
Health and Safety at Work etc Act 1974**

**Little Reddings Primary School, 30 Reddings Avenue, Bushey, WD23 3PB**

I refer to my inspection of the above business on 10<sup>th</sup> September 2019 in the presence of  
( Kitchen Manager).

I understand that the previous Head Chef has left Caterlink and a new team led by  
has been put in place. I am aware that as at today's inspection the kitchen had only  
been operational under this new team since last Wednesday 4<sup>th</sup> September.

It was also clear that works have taken place in the kitchen over the summer holiday – these  
works included re-painting the kitchen and replacing the windows.

A few minutes into my inspection I was joined in the kitchen by Area Manager for  
Caterlink and also the Deputy Area Manager, who were at the school for a  
meeting.

Unfortunately there were a number of issues that became apparent during the inspection.

The following letter outlines deficiencies which will need to be addressed to ensure that the  
company meets the minimum legal requirements.

For the sake of clarification, I have divided the letter into **legal requirements** i.e. those items  
that you must action to comply with EC Regulation 852/2004 and The Food Safety and  
Hygiene (England) Regulations 2013 and **recommendations** i.e. those items that are advice  
on best practice but which are not required by law.

**Legal Requirements**

**Compliance with food hygiene & safety requirements**

## Cross Contamination – E.coli O157

### 1. Separate Areas

At the time of my inspection I found that there was no defined separation between the preparation areas for raw and ready to eat (RTE) foods.

This was discussed with the new staff who identified an area that would be suitable for the use of raw preparation. According to the kitchen had previously been labelled and segregated however this appeared to have fallen by the wayside with the change of team and the removal of labelling on the walls during the re-decoration of the kitchen.

You must assign designated areas for raw and RTE preparation.

**Time Scale: Immediately**

### 2. Designated sinks

You should designate a sink to be used solely for the purpose of washing food.

**Time Scale: Immediately**

### 3. Storage of equipment

I found that all of the chopping boards were being stored together in a single rack underneath a table that was being used for the chopping of fruit and the making of chocolate shortbread.

Chopping boards that are to be used for raw unwashed fruit and vegetables and for raw meat and fish must be kept in the designated raw area.

**Time scale: Immediately**

### 4. Cleaning materials

Cleaning materials, including cloths, sanitiser sprays, sponges and mops to be used in the designated RTE areas should be separate and stored separately from those to be used in other areas.

**Time Scale: Immediately**

### 5. Hand washing

You must ensure that staff turn off the taps with paper towel or elbows after washing their hands to avoid re-contaminating their hands with the dirty tap handle.

**Time Scale: Immediately**

## Structural Requirement

### 6. Cleaning

The equipment room was dirty especially in hard to reach areas. Thoroughly clean these areas ensuring that they are maintained in a clean condition.

**Time Scale: 2 days**

There are a number of cracked and damaged tiles above the bench next to the mixer. These need to be replaced and the surface left in a sound easy to clean condition.

**Time scale: 6 weeks**

### 7. Pest Control

At the time of my visit I found that a powder treatment for ants had been carried out in the equipment room – I was unable to ascertain when this treatment had been carried out as the last recorded visit in the pest control book was 11<sup>th</sup> March 2019 and there was no mention of any pest activity within the school premises or of any treatments being carried out.

The floor was covered with dead ants and powder. This must be cleaned up and the area monitored to see if the treatment has worked or if further treatment is required.

**Time scale: Immediately**

I also saw what I thought were old mice droppings on the floor - I spoke to the school Site Manager – who confirmed that historically there had been a mouse problem in this area but he was not aware of any recent sightings.

As discussed at the time there are a number of holes in the walls in the kitchen including a large hole at ceiling height in the equipment store room and also behind the desk in the kitchen office. I am unaware of the type of construction used in the school building but given its age it is possible that there may be cavity walls in some parts and it is common for mice to inhabit these areas. Arrange for the holes to be filled to prevent pest access.

**Time scale: 1 week**

Over the summer holiday the kitchen has had new windows installed – these were open at the time of my inspection to allow for adequate ventilation however the windows have not been provided with any type of fly screen therefore allowing pest access into the kitchen. Arrange for suitable fly screening to be provided to the windows.

**Time scale: 1 month**

The Electronic Fly Killer had been removed from the wall to allow for the re-decoration to take place – this had not been replaced and could not be found.

Replace the Electronic Fly Killer.

**Time Scale: Immediately**

## **Confidence in Management / Control Procedures**

### **8. Stock rotation**

I found a packet of chilled peeled potatoes in the fridge with a USE BY date: 8<sup>th</sup> September 2019. Staff should be undertaking stock rotation checks to isolate and remove expired food before the start of service.

**Time Scale: Immediately**

### **Temperature Control**

Caterlink has a comprehensive HACCP and has identified temperature control as a critical control point. Your daily due diligence sheets have a space for temperatures to be recorded to ensure food safety. These temperature records include temperature checks for cooked hot food, hot holding and chilled and frozen food storage.

I found that the daily due diligence sheets had been completed with temperatures recorded against dishes.

However upon further questioning it became apparent that there were no temperature probes available to kitchen staff. I was told that it was believed that the previous Chef had taken these with him when he left.

As staff had no probes available to them I cannot understand how the temperatures recorded in the daily due diligence sheets had been taken. This would lead me to conclude that the recorded temperatures are not reliable.

If staff are relying on visual checks to ensure that food is cooked properly this must be recorded in the daily due diligence record.

I fail to see how hot holding temperatures could be recorded without a probe.

Chilled food storage should always be probed as digital displays cannot be relied upon to be accurate.

Ensure that staff have access to suitable probe thermometers – there should be a separate probe thermometer for ready to eat foods.

**Time scale: Immediately**

### **9. Training**

I was unable to examine any training records for the kitchen staff.

I was told by \_\_\_\_\_ that these were still held at the previous Caterlink kitchens that the staff had worked in previously.

I have asked that these be e-mailed to me for verification. In future please ensure that all relevant staff training records are available for inspection.

**Time Scale: 1 week**

### **Health and Safety**

The electronic ignition on the gas hob is not working. Staff are using a cigarette lighter to light the gas. This is not suitable, matches or a gas lighter must be provided if the ignition cannot be repaired.

**Time scale: Immediately**

### **Recommendations**

I found a rumbler full of cobwebs in the kitchen. This is a large piece of equipment, as space is limited I recommend you remove any disused equipment, this will free up more space and make cleaning easier.

If you wish to know the specific breach of the legislation for those matters that are identified as legal requirements, please do not hesitate to let me know

The above requirements should be completed within the time scales specified. If you wish to discuss any of these matters with me, please do not hesitate to contact me or my manager,

Yours sincerely

**Senior Environmental Health Officer**

CC:

Little Reddings  
Primary School,  
30 Reddings Avenue,  
Bushey,  
WD23 3PB

CC: The Headteacher  
Little Reddings  
Primary School,

30 Reddings Avenue,  
Bushey,  
WD23 3PB





# HERTSMERE BOROUGH COUNCIL

## Food Business Establishment / Food Premises Intervention Report

Civic Offices, Elstree Way, Borehamwood, Herts WD6 1WA

### Environmental Health

Page no 1 of 2

1. Trading name and address of business: Cucina Restaurant Ltd @ Hertswood Academy, Cowley Hill, Borehamwood WD6 5L9  
Telephone/mobile/email: 0208 238 7200
2. Registered address of business: .....
3. Name of food business operator/proprietor: Cucina Restaurants Ltd
4. Name(s) and position(s) of person(s) seen and/or interviewed: .....
5. Date and time of inspection: 24.1.2020 10:24 Type of business: School kitchen
6. Intervention:  full or partial inspection, or audit (circle one)
7. Areas inspected/audited: Dry store kitchen staff room, servery, dining room
8. Documents and/or other records examined (specify): HACCP, daily due diligence allergen information staff training records
9. Samples taken (specify): None
10. Key points discussed during the inspection: see report/letter
11. Action taken/to be taken by the food authority (specify):
 

|  |   |
|--|---|
| <input checked="" type="checkbox"/> informal notice left on site | <input type="checkbox"/> informal letter to follow            |
| <input type="checkbox"/> hygiene improvement notice              | <input type="checkbox"/> hygiene emergency prohibition notice |
| <input type="checkbox"/> remedial action notice/detention notice | <input type="checkbox"/> literature provided (specify): ..... |
| <input type="checkbox"/> other (specify): .....                  |   |

This report only covers the areas inspected at the time of the inspection, which has been conducted under Regulation (EC) No 882/2004 and the Health and Safety at work etc. Act 1974 and associated Regulations.

Signature: ..... Signature: .....  
Proprietor/Manager

Name in block capitals ..... Name in block capitals: ....

Designation: SENIOR EHO Date (for receipt purposes only) 24.1.2020

Contact details: see below. Contact details of senior officer in case of dispute: see below.

#### Food authority

Hertsmere Borough Council  
Civic Offices, Elstree Way  
Borehamwood, Herts WD6 1WA

#### Contact details

Email: [environmental.health@hertsmere.gov.uk](mailto:environmental.health@hertsmere.gov.uk)  
Website: [www.hertsmere.gov.uk](http://www.hertsmere.gov.uk)  
Tel: 020 8207 7435 Fax: 020 8207 7436

**For further information or advice please contact the above officer.**





# HERTSMERE BOROUGH COUNCIL

## Food Business Establishment / Food Business Premises Informal Notice - Schedule of Contraventions

Civic Offices, Elstree Way, Borehamwood, Herts WD6 1WA

**Environmental Health**

Page no 2 of 2

The following matters are contraventions of (please turn over for more details).

**They must be completed by the date shown in the right column**

Business: Acena Restaurants Ltd @ Hertswood Academy, Cowley Hill, Borehamwood WD6 5LS Date: 24.1.2020

Key: H&S = Compliance with food hygiene and safety procedures

S = Compliance with structural requirements

CiM = Confidence in management/control procedures

\*Note: L = Legal requirements R = Recommendations

| L or R*  | Comments  | Date of completion of works |
|----------|---|-----------------------------|
| <u>R</u> | The kitchen is very hot especially in the pot wash area - currently owing to ongoing building works the staff are unable to open windows.<br><br>I imagine in the summer the heat will only increase I strongly recommend that the large windows in the pot wash room are fitted with fly screens to allow the staff to open them to help with ventilation/air circulation. |                             |
|          | No food safety or food hygiene issues found.  |                             |
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Signature: \_\_\_\_\_  
Inspecting officer

Signature: \_\_\_\_\_  
Food business operator/representative