

**ENVIRONMENT AND REGENERATION DEPARTMENT**  
**Chris Lee – Director**

XXXXXXX

Regulatory Services Partnership  
London Borough of Merton  
Merton Civic Centre  
London Road  
Morden SM4 5DX

*Direct Line:* 020 8545 3007  
*Email:*  
*Fax:* 020 8545 4025

*My Ref :*  
*Please Ask For:* XXXXXXXX  
*Your Ref:* WK/201505405

*Date:* 12th November 2015

Dear Mr XXXXXXXX

**FOOD SAFETY AND HYGIENE (ENGLAND) REGULATIONS 2013**  
**REGULATION (EC) No 852/2004**  
**The Sherwood School, Abbots Road, Mitcham, CR4 1JP**

I refer to my visit to the above premises on the 20th October 2015 and subsequent revisits on the 22<sup>nd</sup> October and 30<sup>th</sup> October. My initial visit was made in response to a call from my colleague XXXX(Senior EHO) who had concerns about imminent risk to health in the kitchen resulting from an extensive mice infestation.

The Sherwood School kitchen was closed on the 20<sup>th</sup> October as a result of the unacceptable extensive mice infestation throughout the kitchen and dining hall. The conditions found were such that there was an imminent risk of injury to health if the kitchen continued to trade as there was a significant risk of food being contaminated due to the extensive mice droppings found.

A hand written letter of works required was left at the premises on the 20<sup>th</sup> October and the XXXX pest controller was at the premises determining treatment and proofing works required. It was agreed with you and XXXXX that the food would be sent from the central production unit in Wimbledon Chase and would be served in the assembly hall of the school for the remainder of the week before half term break. .

At the request of ISS I revisited the school kitchen on the 22<sup>nd</sup> October to check the progress of cleaning, proofing and pest treatment works where I witnessed an improvement but still had concerns regarding the larger scale of the infestation therefore we mutually agreed to keep the kitchen voluntarily closed until further wide scale pest eradication measures had taken place.



A revisit undertaken on the 30<sup>th</sup> October 2015 showed that the health risk condition had been removed and the kitchen was found to be in an acceptable condition and was allowed to reopen.

Schedule A details the legal requirements which need your attention. You will see that I have indicated a time scale when I would expect the matters to be completed by.

#### **Schedule A**

**Schedule A details the work needed to comply with the law. This work, or work considered equally effective, must be completed in the timescale stated.**

<b>Compliance with food hygiene and safety procedures.</b>	<b>Date to be completed by:</b>
<p><b>1. Risk of Food Contamination</b></p> <p>At the time of my initial visit on the 20<sup>th</sup> October 2015 mice droppings were found on the lids of containers, on food utensils, underneath a container of food cling wrap, on the shelf underneath the salad bar in the dining hall, on the under shelf of the stainless steel table which contained cloths and on a tea towel. Mice droppings carry harmful bacteria such as Leptospirosis and Salmonella. Mice droppings on food contact surfaces are completely unacceptable and present a risk of contamination to food. I appreciate that the infestation has been brought under control however I would ask that thorough cleaning and disinfection procedures take place prior to food handling activities every day and thorough checks take place in the morning in case of any mice activity during the night. This was clearly missed by staff on the 20<sup>th</sup> October 2015 and thus presented an imminent risk of injury to health. Please see point 5.</p> <p><i>Regulation (EC) No 852/2004 Annex II Chapter IX para 3</i></p>	<p><b>Actioned and on-going</b></p>

<b>Compliance with structural requirements.</b>	<b>Date to be completed by</b>
<p><b>2. Pest Control</b></p> <p>At the time of the inspection, mice activity was noted within the kitchen and dining hall.</p> <p>Food businesses must take all reasonable precautions to prevent food pests, namely rats, mice, cockroaches and flying insects gaining entry into food storage and preparation areas. This is to prevent the contamination of foodstuffs.</p> <p>Any gaps and holes to external doors, windows, pipes, drains etc. must be filled or covered with a solid, durable material in order to minimise pest entry points into food</p>	<p><b>Actioned and on-going</b></p>

<p>preparation and storage areas. Ensure continual effective pest control treatment to further eliminate pests from the premises. <i>Regulation (EC) No 852/2004 Annex II Chapter IX para 4</i></p>	
<p><b>3. Cleaning</b> Due to the mice infestation the following areas were dirty and covered in mice droppings:</p> <ul style="list-style-type: none"> <li>• Floor and floor wall junctions throughout the kitchen and dining hall,</li> <li>• Stainless steel shelving under preparation tables to the left hand side of kitchen and under the salad bar.</li> </ul> <p>I appreciate that these areas have been thoroughly cleaned and would ask that these standards of cleaning be maintained. <i>Regulation (EC) No 852/2004 Annex II Chapter I Para 1)</i></p>	<p><b>Actioned and on-going</b></p>

Confidence in management /control procedures.	Date to be completed by
<p><b>4. Food Safety Management System</b> The health risk condition arising from an infestation by mice in the school kitchen and dining hall on the 20<sup>th</sup> October 2015 was as a result of basic pre-requisite pest control procedures not being in place. An infestation of this scale could have led to serious injury to health. Please review the method of reporting, responding and implementing corrective actions relating to pest control issues. This procedure should also include procedures for liaising with the management at the school to mutually agree an effective way forward for eliminating such pest issues when they occur. Please ensure all staff are effectively trained on the pest control reporting procedures. <i>Regulation (EC) 852/2004 Article 5 para 1</i></p>	<p><b>One month</b></p>
<p><b>5. Training</b> The pest infestation also highlighted training needs for ISS staff. Due to amount of droppings and their locations e.g. on colanders and on tea towels it was clear that effective opening checks were not taking place to check for pest activity particularly items which could contaminate food. It was also clear that adequate cleaning and disinfection prior to food preparation was not taking place as there were droppings on the salad unit used to serve ready to eat food. You must ensure that all food handlers engaged in your food business are supervised, instructed and/or trained in food hygiene matters as necessary, bearing in mind the type of work which they do. It is also important that whilst a pest problem is on-going that effective opening checks take place and thorough cleaning and disinfection is taking place prior to food handling food preparation. <i>(Regulation (EC) No 852/2004 Annex II Chapter XII para 1 )</i></p>	<p><b>Two months</b></p>

## Schedule B

Schedule B lists those matters that, though not legally required, are considered to be good working practice. You should view these recommendations as important guidance for developing safe, hygienic practices.

Recommendations
No issues

### Food Hygiene Rating Scheme

London Borough of Merton are participating in the National Food Hygiene Rating Scheme to show how well food businesses are complying with food law.

We are making your food hygiene rating publicly available so that customers are informed about the food safety standards of your business. This means that high achieving businesses receive the recognition that they deserve and underachieving businesses have an incentive to raise their game and improve food safety.

Your business has achieved a rating of **0 out of a possible 5**.

**Please find enclose your Food Hygiene Rating Sticker which you are encouraged to display at the premises.**

You can now tell your customers how good your hygiene standards are by putting the new sticker up in the window or on the door. If you do not have a suitable glass surface, you could fix the sticker onto a transparent surface before fixing that onto a wall or other surface.

If you think that the rating is wrong or unfair – in other words it does not reflect the hygiene standards at the time of your inspection – you have 14 days in which you can **appeal** against this. You should appeal in writing to the Lead Officer for Food, XXXXXX but I would recommend that you get in touch with me first so that I can help you to understand how your rating was worked out.

If you have improved hygiene standards since your inspection, or if there were unusual circumstances at the time of the inspection that might have affected your food hygiene rating, you have a '**right to reply**' so that you can explain this to potential customers that look up your rating online.

If you make the improvements to hygiene standards that are highlighted in your inspection report, you can **request a re-visit** with a view to giving you a new and higher food hygiene rating.

More information about these safeguards is provided on the FSA's website at: [www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf](http://www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf)

**Where may I get further information?**

Further information about the scheme generally is available on the FSA's website at: [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)

Please contact me if you require Guidance on Top Tips for a 5 Hygiene Rating.

If you require any further advice or information in the meantime, please do not hesitate to contact me on the above number, or my Manager, XXXXXXXX.

Yours sincerely

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Senior Environmental Health Officer

XXXX, Children, Schools and Families, London Borough of Merton, 10th Floor Civic Centre, SM4 5DX via email

XXXXXX Contracts & Procurement Manager, Children, Schools and Families  
London Borough of Merton, 10th Floor Civic Centre, SM4 5DX via email

XXXXXX, The Sherwood School, Abbotts Road, Mitcham, CR4 1JP via email.