



Lunch observation

29 Nov 2022

Complete

Score	87.5%	Flagged items	3	Actions	0
Site conducted	Nutfield Church C of E Primary School				
Conducted on	29.11.2022 11:30 GMT				
Prepared by	Tracey Killick				
Location	Mid St, South Nutfield, Redhill RH1 4JJ, UK (51.2292604, -0.1305436)				
Head Teacher	Miss Imogen Woods				
Name of School Business Manager / Admin Officer	Mr Daniel Walker-Cheetham bursar@nutfield.surrey.sch.uk				
School contact on site	Mr Daniel Walker-Cheetham				
School contact email address for termly contract monitoring	info@nutfield.surrey.sch.uk				
Focus of visit	Standard lunchtime monitoring visit				
Matters to follow up on from previous monitoring feedback	none				
Caterer name	Natasha Gesese				
Twelve15 Customer Operations Team Leader (COTL)	Louise Wakeman				
Phase / type of school	Primary				
Academy or maintained	Maintained (VA)				
NOR	202				
NOR Phase split (infants / juniors)	88 infants / 114				
Meal uptake UIFSM and KS2	80 UIFSM 64 KS2				

comparison from previous visit	N/A
Number of FSM eligible pupils	17
Number FSM pupils who take up entitlement	14
Number of school staff	27
Number of school staff meals provided daily (duty / paid)	0
0 duty / 1-4 paid	
Dining hall sole or dual purpose?	dual

Flagged items

3 flagged

Observations - menu and food offer

Is there a pre-order system?

No

Caterer uses her experience and knowledge of pupil preferences to do sales mix

Premises Management by school

Is the fly killer operating and empty of dead insects?

No

Caterer advised the Caretaker is aware the unit requires new bulbs and cleaning out. Please action asap.

Premises Management by school

Does the school have a preventative pest control contract in place?

No

Twelve15 will take all necessary action to keep the school's premises within their control free from rodents, insects and other vermin. Any indication of the possible presence of any vermin, insects or rodents will be notified to the school who are responsible for organising and paying for professionally qualified preventative pest control, including the supply and maintenance of electrical insect killers. Please be aware that any infestation in the school could lead to the closure of the kitchen so please act promptly on any such infestation. The need for a contract for preventative pest control should be assessed by the school.

School reactive and use Sankeys Pest Control services when required.

Observations - menu and food offer

1 flagged, 90%

Is the menu as per published menu?

Partly

Menu changes agreed with Louise Wakeman and school. School alerts parents. Jerk chicken changed for Spanish chicken with rice or as a pasta bake. Green vegetarian pesto pasta alternative offered today instead of tomato and basil gnocchi. No garlic bread served today.

Style of service (flight trays, plates and bowls, family service, at counter or table by LTSs)

Pupils collect from counter. Red flight trays for special diets, generally served first in the year group. Plates and bowls for majority.

Is there unlimited freshly baked bread?

Yes

on salad bar



Photo 1

Is there unlimited vegetables?

Yes

Batch cooking observed

Is there a salad bar or crudities?

Yes

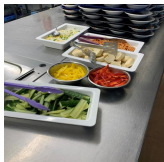


Photo 2

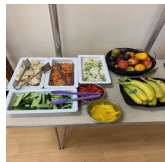


Photo 3

Is the food presentation good?

Yes

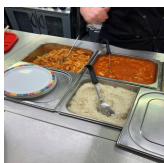


Photo 4

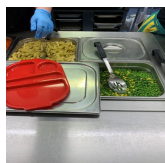


Photo 5

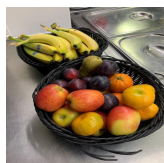


Photo 6



Photo 7

Is the portion size appropriate to year group?

Yes

Portion size appropriate for older children. KS1 portions might be too big as plenty tipped into bin. Policy to be agreed with Head Teacher on seconds (if available) for older children or those identified as vulnerable.



Photo 8



Photo 9



Photo 10

Does it taste satisfactory?	Yes
Is the cooking quality satisfactory?	Yes
How is the plate wastage into the bin?	Fair
KS1 portion too big? Huge amount of wastage in the food waste bin	
Number of main course choices	3
Is there a pre-order system?	No
Caterer uses her experience and knowledge of pupil preferences to do sales mix	
How is the pre-order system managed?	N/A
Additional observations	

Dining Hall observations

100%

How is the dining hall environment?

Good

Well managed by LTSs, Gopak T&Cs, SBM looking at SICO or similar systems. TK to provide details. Can get noisy and congested with children walking about, a few spillages observed. Consideration to relocating salad bar and dessert station to reduce traffic around waste station.



Photo 11

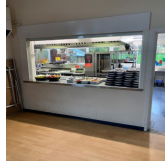


Photo 12



Photo 13



Photo 14

Number of lunchtime supervisors

5

What time does lunch service start?

11.45am

How many sittings?

7

per year group every 5 minutes, year 6 arrive 12.30pm

How many catering staff?

2

Do the Twelve15 staff interact well with the children?

Yes

Who is responsible for putting out and taking down of dining furniture?

School

Premises manager and LTSs as per standard T&Cs of Catering Framework Agreement.

Who sweeps and spot mops after lunch?

Twelve15

School pays a member of their staff to sweep the hall floor. Caterer spot mops. Full task to revert to Twelve15 from January 2023.

Additional observations



Photo 15

Kitchen procedures		100%
Is the termly record book up to date?		N/A
Are the temperature records complete?		N/A
How are hygiene levels generally?		Good
Additional observations		

Special diets and allergy management		100%
How is the Special Diet data collected?	paper application form	
How is this communicated to catering team?	copy given to caterer with daily order sheets provided by office	
Method of indentification at point of service	Verbal direction of school staff and photo list by counter	
Is this method acceptable?	Yes	
What improvements could made?	Coloured band or a photo lanyard are alternative methods of ID	
Additional observations		

Premises Management by school

2 flagged, 66.67%

Any premises / maintenance for the school?

Yes

Any high level cleaning required by the school?

Yes

High level cleaning is a school responsibility, please keep an eye on cobwebs, dust and add this task to the maintenance schedule

Are the fly screens and windows clean and well maintained?

Yes

This task is a school responsibility, please add it to the regular kitchen maintenance schedule.

**When was the extraction system last maintained?
(mechanical inspection and internal clean by contractor)**

25.03.2022 14:00 GMT

Service, clean, and degrease by PW Industrial. Access hatch installed by PW Industrial on 28th June 2022. It is recommended the filters are removed by the Caretaker on a termly basis to be run through the dishwasher by the catering staff to remove dust and grease.

When was the last gas safety inspection done?

20.05.2022 14:00 BST

Advanced Boiler Solutions (ACS) carried out boiler maintenance and check on emergency gas shut off. 18th August ACS completed major boiler service and water heater. Inspection on catering equipment to be done. Details supplied to SBM.

Date of last Portable Appliance Testing (PAT)

15.08.2022 09:00 BST

Inhouse by Premises Manager

When was the last Environmental Health Officer food safety inspection?

11.10.2021 10:00 BST

<https://ratings.food.gov.uk/business/en-GB/106140/Twelve-15%40Nutfield-Church-Primary-School-South-Nutfield>

What was the Food Hygiene Rating?

5

Have the actions for the school been completed?

Yes

Is the fly killer operating and empty of dead insects?

No

Caterer advised the Caretaker is aware the unit requires new bulbs and cleaning out. Please action asap.

Does the school have a preventative pest control contract in place?

No

Twelve15 will take all necessary action to keep the school's premises within their control free from rodents, insects and other vermin. Any indication of the possible presence of any vermin, insects or rodents will be notified to the school who are responsible for organising and paying for professionally qualified preventative pest control, including the supply and maintenance of electrical insect killers. Please be aware that any infestation in the school could lead to the closure of the kitchen so please act promptly on any such infestation. The need for a contract for preventative pest control should be assessed by the school.

School reactive and use Sankeys Pest Control services when required.

Actions for Twelve15

100%

Have Twelve15 completed actions from last EHO report?

Yes

New actions required by Twelve15 following today's visit

Caterer to sweep and spot mop
hall from January 2023

General comments and photographic evidence

General comments and action points

Discussed with COTL	02.12.2022 15:30 GMT
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Report sent to COTL	02.12.2022 15:30 GMT
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Report discussed with school

Report sent to school	02.12.2022 16:00 GMT
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Appendix



Photo 1



Photo 2



Photo 3

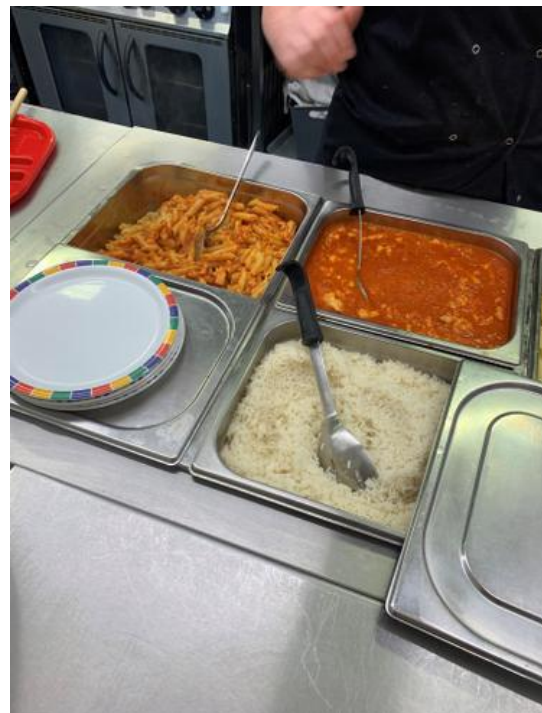


Photo 4



Photo 5



Photo 6



Photo 7



Photo 8



Photo 9



Photo 10



Photo 11



Photo 12



Photo 13



Photo 14



Photo 15