

Case Study: Anderbury Hotel Collection



Navitas Safety is a safety net

"It's more than ticking boxes - it's peace of mind as it gives us proof of what's been done and that nothing is missed. For us, it really is the best thing since sliced bread."

ANDERBURY HOTEL
— COLLECTION —



The Client

The Anderbury Hotel Collection comprises three independent, 4-star hotels located in North Wales, Cheshire and Gloucestershire. Each has multiple kitchens and service areas.

The Group's SHEQ Manager oversees compliance and safety standards across all three locations, with a strong focus on consistency, efficiency, and operational oversight.

Background

All the hotels in the Anderbury Collection are steeped in history, with their origins dating back hundreds of years.

With a reputation for opulence, luxury, and outstanding service, Anderbury understands the powerful impact a customer's dining experience has on their overall impression of the hotel. In addition to individual guest stays, all three hotels also offer wedding packages, so food service standards must remain consistently high.

This is why, when the time came to upgrade their food safety and cleaning protocols, their choice of safety solutions provider was critical to their continued success.

They were looking for a streamlined, reliable system that would modernise food safety and compliance while reducing admin pressure on staff.



Challenges

The client relied heavily on paper-based kitchen packs to record food safety and cleaning tasks. Due to the high-pressure nature of a hospitality kitchen, these were usually filled in by time-poor chefs or other kitchen staff.

This meant record-keeping was often erratic and inconsistent, and produced handwritten logs that were difficult to read.

Manual records had two key additional drawbacks:

1. They're location-centric, so maintaining visibility across all three sites necessitated regular, 175-mile round trips by the Group's SHEQ manager to check on each hotel.
2. In the event of an EHO inspection, it's harder to prove compliance if the required information isn't readily available.

Solutions

After exploring the market and assessing competitors, Anderbury Hotels selected Navitas Digital Food Safety because:

- The user-friendly, web-based platform is easy to use across a range of Android and iOS devices.
 - Proprietary pods provide automated temperature monitoring and accurate, continuous records.
 - Customisable digital cleaning tasks (including uploading of photographs to verify task completion), delivery checks, and temperature logs.
 - One centralised system allowing remote visibility and reporting by any employee, from anywhere.
 - Complete accountability across all sites and all teams. Competitive pricing and flexible contract terms.
- In addition, Navitas Safety worked closely with Anderbury Hotels to onboard the system, digitise their HACCP processes, and introduce real-time non-compliance reporting.

Results

Since implementation, Anderbury Hotels has seen significant benefits:

- **Time Savings:** At least one hour saved per chef per day, equating to around £500 per team, per week.
- **Management Efficiency:** SHEQ manager site visits have halved, saving significant travel time and costs.
- **Improved Accountability:** Digital records provide a verifiable audit trail for cleaning, compliance, and temperature checks.
- **Scalability:** Rollout is underway to the other hotels in the group, indicating their satisfaction and confidence in the solution.
- **Staff Engagement:** Chefs of all ages and tech abilities have embraced the system, describing it as “easy, accessible, and helpful.”
- **Environmental Impact:** Digitisation has cut paper and ink use and travel time, which aligns with the group’s sustainability goals.

It saves us time, money, and stress

“It’s easy, accessible and helpful; even our less tech-savvy chefs love how simple it is to use. And I don’t have to travel 175 miles miles just to check a kitchen pack; I can log in remotely and see exactly what’s happening.

The system is simply brilliant!”

— James Burns, SHEQ Manager