

Regulatory Services

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Compass Group UK Limited
Parklands Court,
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FOOD HYGIENE RATING



our reference

11/00233/COM

your reference:

please ask for:

[REDACTED]
[REDACTED]
[REDACTED]

date:

29 July 2019

@cheshirewestandchester.gov.uk

Dear Sir/Madam

THE FOOD SAFETY AND HYGIENE (ENGLAND) REGULATIONS 2013

Regulation (EC) No 852/2004

Essar Ltd, Oil Sites Road, Ellesmere Port, Cheshire, CH65 4HB

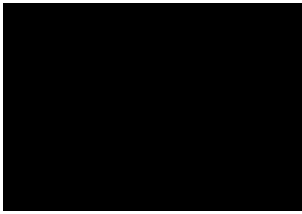
I write to confirm my visit to the above premises on 23rd July 2019 when I inspected the central control room kitchen, south canteen, contractors canteen and one of the coffee shops and discussed food safety issues with [REDACTED]

The following schedules detail works which require attention. Schedule A details the contraventions identified and the work needed to comply with the law. The work should be completed by the identified timescale(s). Schedule B lists those matters which, though not legally required, are considered to be good working practice. You should view these recommendations as important guidance for developing safe, hygienic practices. **Please note that this informal notice only covers the areas inspected at the time of the visit. It does not imply compliance with all the provisions of the Food Regulations.**

If you would like to discuss any issues raised in this letter, please contact me on the above telephone number, or the Team Leaders, Regulatory Services, [REDACTED]

Finally it would be appreciated if you could complete our quick 2 minute survey by either inserting <https://www.cheshirewestandchester.gov.uk/SearchResults.aspx?q=rsfeedback> in your internet search engine or going on the Cheshire West and Chester website and inserting **rsfeedback** in the search box. Thank you in advance for your time and assistance.

Yours faithfully



Regulatory Services Officer

C.C Essar Ltd, Oil Sites Road, Ellesmere Port, Cheshire, CH65 4HB

Food Hygiene Updates - Keeping You Informed

Food Allergen Labelling

All food businesses in the UK have to follow rules for labelling pre-packed foods and non-prepacked (loose) foods. The requirement around non-prepacked foods will apply the allergen labelling requirement to food businesses such as catering outlets (restaurants, cafes and takeaways) deli counters, bakeries and sandwich bars. The Food Standards Agency has produced guidance which aims to support all types of food businesses in following these rules. It provides detailed interpretations of the new allergen requirements and, where appropriate, examples of best practice.

Please use the following link to useful guidance documents produced by the Food Standards Agency:

<http://allergytraining.food.gov.uk/english/resource-section.aspx>

E.coli 0157 Control of Cross-contamination

A guidance document is available from the Food Standards Agency on the steps for **all** food businesses to take in order to control cross-contamination between raw foods that are a potential source of E.coli 0157 and ready-to-eat foods. Please use the following link for access to this free publication

<https://www.food.gov.uk/business-industry/guidancenotes/hygguid/ecoliguide>

Training

Cheshire West and Chester Council provides training on the Safer Food Better Business system together with other food safety and health & safety courses. The following link provides dates for forthcoming training courses together with the appropriate booking information

<https://www.cheshirewestandchester.gov.uk/business/environmental-health/health-and-safety/training-courses/working-with-food-training-cou.aspx>

Gas Safety in Catering

Where extraction is provided to serve the purpose of being a flue for the catering equipment, it will be considered to be a flue and will require an appropriate interlocking system connecting the airflow to the gas supply. **BS 6173 together with the Gas Safety (Installation and Use) Regulations 1998 form the main good practice and legislation for gas safety in commercial kitchens.**

Flame supervision devices. Flame supervision devices are designed to stop gas entering the burner of a gas appliance, if the flame is extinguished. New equipment will have flame supervision devices. All burners on second-hand equipment being installed, including open burners, should be fitted with flame supervision devices.

Industry guides (produced by the food industry)

A series of national guides has been produced by the food industry and provides guidance to good hygiene practice and the application of HACCP principles within the legislative framework. The Food Standards Agency recognizes these guides. Please use the following link <https://www.food.gov.uk/business-guidance/industry-guides-to-good-food-hygiene>

Food Safety Advice

Food businesses can now use the Councils Food Service for paid assured advice on all aspects of food safety. The advice will be specific to your business and consider aspects of producing safe food and keeping customers safe thereby maintaining your business's reputation. You may require assistance to achieve the highest award on the national recognised Food Hygiene Rating Scheme. Information on the scheme can be found by using the following link. [GET5 Gain Excellence Together](#) If you wish to take advantage of this service please call 01244 973708 or email regulatoryservices@cheshirewestandchester.gov.uk

Approved disinfectants

Please use the following link to access a list of BS EN 1276 and BS EN 13697 compliant disinfectants at <http://www.disinfectant-info.co.uk/>

SCHEDULE A - CONTRAVENTIONS

1. Food Hygiene and Safety Procedures

- 1.1** There was no hot water to the wash hand basin in the coffee shop. Ensure there is a supply of hot and cold, or appropriately mixed, running water to the wash hand basin.

Regulation (EC) No 852/2004 Annex II Chapter I Para.4 (TIMESCALE-Immediate and ongoing)

Since the inspection I have received confirmation that the coffee shop has since closed and a refurbishment is currently being carried out.

- 1.2** The temperature of the refrigerators storing cooked meats in the central control room kitchen and south canteen were too high as the temperature was 12°C. These foods are likely to support the growth of food poisoning bacteria or the formation of toxins and must not be stored above 8°C. You must either adjust or service the refrigerator. If the refrigerator is not able to hold high-risk foods at or below 8°C, it must be replaced.

The Food Safety and Hygiene (England) Regulations 2013 Schedule 4 para 2 (1) (TIMESCALE-Immediate and ongoing)

Since the inspection I have received confirmation that work is currently being carried out to ensure that the refrigerators are operating at the correct temperature.

- 1.3** Containers containing food were stacked on top of each other in the central control kitchen hot holding unit. To prevent cross contamination food containers must not be stacked with the underside of one container in contact with open food in the container below.

Regulation (EC) No 852/2004 Annex II Chapter IX para 3 (TIMESCALE-Immediate and ongoing)

- 1.4** The wash hand basin in the central control kitchen by the front service area had a blue cloth in it. The basin must be emptied, kept clean and available for use at all times for washing hands.

Regulation (EC) No 852/2004 Annex II Chapter I Para.4 (TIMESCALE-Immediate and ongoing)

2. Structure and Cleaning

- 2.1** The wall covering by the bakery area in the central control kitchen was damaged. Renew or repair the wall covering and leave in a sound easy to clean condition.

Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(b) (TIMESCALE-12 weeks)

- 2.2** The wall covering in the central control kitchen above the raw meat preparation area was in a poor repair as the paint was flaking off. Renew or repair the wall covering and leave in a sound easy to clean condition.

Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(b) (TIMESCALE-12 weeks)

- 2.3** There were areas to the wall, floor and ceiling in the walk in chiller in the central control kitchen that were in a poor repair. Renew or repair these areas and leave in a sound easy to clean condition.

Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(b) (TIMESCALE-12 weeks)

3. Confidence in Management

3.1 Documented Food Safety Management System

Your attention is drawn to the general requirement of Article 5 Regulation (EC) No 852/2004 in respect of food businesses being required to implement and maintain permanent procedures based on HACCP principles to eliminate or minimise food hazards (A documented Food Safety Management System). It is also important that when there are any changes in the product and/or process, food business operators must review the procedures and make any necessary changes.

- 3.1.1** Please see contravention 1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3 which are taken into consideration when determining your confidence in management score.

HEALTH & SAFETY

1. Health Risks

1.1 At the time of visit it was an extremely warm day. It was noted that the temperature in all kitchens was very warm. You must ensure a reasonable temperature is being maintained during working hours. Make effective provision for servicing and maintaining a reasonable temperature in every room where persons are employed to work.

Regulation 7 (1), Workplace (Health, Safety and Welfare) Regulations 1992 (TIMESCALE-Immediate and ongoing)







Food Hygiene Rating Scheme

This authority operates the national Food Hygiene Rating Scheme. This is designed to help consumers choose where to eat out or shop for food by giving them information about the hygiene standards in food outlets.


Your level of compliance with food law is scored using a code of practice which is converted to give a rating ranging from '0' at the bottom to '5' at the top. **Any business should be able to achieve the top rating as it requires no more than compliance with food hygiene law.** The scoring is divided into three elements, each scored separately and these are:

1. how hygienically food is handled - how it is prepared, cooked, cooled, stored and what measures are taken to prevent food being contaminated with bacteria
2. the condition of the structure of the premises - including cleanliness, layout, lighting, ventilation, equipment and other facilities
3. how you manage and record food safety - what you do to make sure food is safe using a written Food Safety Management System e.g. Safer Food Better Business or Cooksafe

The rating depends on the scores awarded in each of the three elements added together. An additional scoring factor is then used to determine your final rating. For example, to achieve the top rating you must score no more than 5 in any of the three elements. If you score 10 in just 1 your business will be rated 4 even if your total score is still 15. If you score 20 in just 1 of the three elements the highest achievable rating for your business would be 1. The table below shows how the scoring is converted into a rating.

Total scores	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
Additional scoring factor	No individual score greater than 5	No individual score greater than 10	No individual score greater than 10	No individual score greater than 15	No individual score greater than 20	
Food hygiene rating						
Description	Very good	Good	Generally satisfactory	Improvement necessary	Major improvement necessary	Urgent improvement necessary

The table below shows your food hygiene rating

1. How hygienically food is handled	10
2. Condition of structure and standards of cleanliness	5
3. How you manage, control and record food safety	10
YOUR TOTAL SCORE & RATING	25 

A sticker showing your rating is enclosed. Please destroy the sticker showing your previous rating as only one rating - the most recent - should be displayed. If your website is advertising the old rating then this should also be removed immediately. To continue to display a previous rating may constitute an offence under the Consumer Protection from Unfair Trading Regulations 2008.

Your rating will also be published on the Food Standards Agency's website (www.food.gov.uk/ratings) 35 days after the date of the inspection.

What if I think the rating is unfair?

In order to ensure that the scheme is fair to businesses, it has been designed to include a number of safeguards.

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 21 calendar days, starting from when you receive this letter, in which you can **appeal** against this. You should appeal in writing, using the appropriate form (see links below) to the Lead Officer for Food, [REDACTED], Wyvern House, The Drummer, Winsford, Cheshire. CW7 1AH it is recommended that you get in touch with your inspecting officer first so that they can help you to understand how your rating was worked out.

Right to reply and/or request for a re-visit/re-rating

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(s)** with a view to giving you a new and higher food hygiene rating. There will be a charge of £150.00 for each re-visit carried out at your request. The re-visit will be undertaken within three months of receipt of your application and payment. Please note that this re-visit will be unannounced and depending on the level of compliance found the food hygiene rating score could go up, down or remain the same. You should, therefore, only make the application* when you are totally satisfied that the contraventions detailed above have been addressed and your premises and food safety procedures are in full compliance with the Regulations. If you require advice on how to fully comply with food safety and hygiene and to provide the best opportunity of gaining the highest award you can book a GET5 food advisory visit (minimum 2 hours) at £68.00/hr. This will be undertaken by a fully qualified and competent food safety officer and will provide the necessary guidance to assist you in achieving that higher award. To book for either or both visits please phone 01244 973708.

*Application for a re-visit must be made by completing the appropriate form in as much detail as possible.

More information about these safeguards and the forms for - request a revisit, right to reply or an appeal can be downloaded from the website: <https://www.food.gov.uk/business-guidance/food-hygiene-ratings-for-businesses>

Freedom of Information

Information contained in this letter and any attached correspondence, including formal notices are considered public information under the Freedom of Information Act 2000.

Enforcement Policy

Cheshire West and Chester Council has an Enforcement Policy and a copy of this can be viewed and download by following the following link

www.cheshirewestandchester.gov.uk/default.aspx?page=13272

Accessing Cheshire West and Chester Council information and services

Council information is also available in Audio, Braille and large print formats. If you would like a copy in any of these formats, please email us at equalities@cheshirewestandchester.gov.uk We are also able to provide a BSL interpreter to support customers with accessing Council services.

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

Pokud byste požadovali informace v jiném jazyce nebo formátu, kontaktujte nás

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਵੋ।

Türkçe bilgi almak istiyorsanız, bize başvurabilirsiniz.

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھیے۔

- **Telephone:** 0300 123 8 123
- **Textphone:** 018001 01606 867 670
- **International Dialling:** +44 (0)1244 977989 (calls are charged at international rates)
- **e-mail:** equalities@cheshirewestandchester.gov.uk