



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

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Webb Stores
16 Fordham Road
Soham
Ely
Cambridgeshire
CB7 5AQ

This matter is being dealt with by:

Telephone: 01353 665555
E-mail: [REDACTED]
My Ref: SO145/0016/1/001
Your ref

27th March 2019

Dear [REDACTED]

Food Safety Act 1990 (As Amended)
General Food Regulations 2004; Food Safety and Hygiene (England) Regulations 2013
Regulation (EC) No 178/2002 and 852/2004
Re: Webb Stores 16 Fordham Road Soham Ely Cambridgeshire

I refer to my food hygiene inspection of the above premises carried out on the 26th March 2019.

The matters detailed below require your attention. This letter confirms the things you need to do to comply with the law and the relevant legislation is listed under each item. Some items may be listed as recommendations and these are included to give you advice in support of your business, but they are not requirements in law.

While some issues have been addressed since the last inspection, once again standards of cleaning and the amount of clutter at the premises was not acceptable and must be remedied immediately.

While compliance improves after an inspection and revisits, similar issues of non-compliance are raised at the next inspection. This has been the case during our last inspections and following letters dated 18th August 2014, 18th February 2016 and 25th August 2017. You have consistently been scored as a **1 - Major Improvement Necessary** on the FHRS scheme, which reflects this ongoing poor standard of compliance.

While you are trading as a food business you must comply with food law. This Food Authority works with food businesses to secure legal compliance and safe food for customers. As I have explained to you previously the next step is formal action if the non-compliance continues or recurs. This means making use of legal Notices and/or the courts.

We want to avoid formal action and this is your final opportunity to make **immediate changes to hygiene practices and cleanliness** and to **maintain the improvements** from now on. Time is being allowed for structural improvements, as discussed.

I will revisit the premises in 2 weeks from the date of this letter when the expectation is that you will have addressed the legal matters that require immediate attention as listed in this letter.

Food hygiene and safety

1. The Dettol power and fresh had an apple scent and did not appear to be food safe. It also appears to be an old style bottle indicating it is not being used. You need to purchase and use a suitable food safe disinfectant and ensure that an adequate supply is available and used for cleaning articles,

fittings and equipment with which food comes in direct contact. (*Regulation (EC) No 852/2004 Annex II Chapter IX Para 3*).

2. I found a pint of Pensworth semi skimmed milk past its use by date of 25 Mar in the shop refrigerator. Stock must be checked daily and any out of date or unfit food must be disposed of. (*Regulation (EC) No 852/2004 Article 5 and Regulation (EU) No 1169/2011 Article 24 (1)*).
3. A tub of 'Flora original' and two blocks of Anchor butter in the shop refrigerator were past their "best before" dates. It is not an offence to use products past their "best before" date unless the food fails to meet the legal standard of "nature, substance or quality" (such as butter turning rancid). Finding food past its date demonstrates failing systems of stock rotation. It is recommended that foods close to their best before dates are clearly labelled as reduced for early sale and on reaching their date, are thrown away.

Structure

4. Food premises must be kept clean and maintained in a clean condition. The following areas were not being cleaned as follows:
 - The floor throughout the shop at the wall/floor junction and under shelving and equipment was in a dirty and dusty condition (see photographs 2 and 3);
 - Some of the shelving in the shop was dusty (see photographs 1 and 4);
 - The floor throughout the food storerooms was dirty at the wall/floor junction and under shelving and equipment were in a dirty condition;
 - The shelving in the rear food store room was dirty and dusty (see photograph 5);
 - The shelf containing cleaning chemicals and equipment in the lean to/food store room was dirty and contained old cigarette butts (see photograph 6);
 - The switches in the middle store room were dirty and greasy;
 - The shelving in the middle store room (containing paperwork) was dirty;
 - The door to upstairs was black from hand dirt and grease near the door handle;

These areas must be thoroughly cleaned and maintained in a clean condition. (*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*).

It is recommended that you put a weekly cleaning schedule in place to ensure that you plan regular cleaning and prevent surfaces becoming dirty to the standard seen at the time of the inspection. It is further recommended that if you are unable to keep the premises clean, that you engage someone to help you.

5. The shelving inside the shop refrigerator, particularly the bottom shelves and white tray, was dirty and mouldy (see photograph 8). Thoroughly clean the shelving inside the chiller. (*Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a)*).
6. There were some old dry mouse droppings on the shelving in the rear food store room (at the back of the premises) (see photograph 5). This demonstrates that regular cleaning has not taken place, that you have failed to control pests and that the construction of the premises has allowed pests to enter the premises. Mice climb surfaces, urinate and defecate frequently and have the potential to carry food poisoning microorganisms. Thoroughly clean the surfaces in this room and in particular the shelving and the floor and maintain in a clean condition. (*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*).
7. Once the store room is clean, investigate where the mice are getting into the building and take steps seal- up any gaps or holes to stop pests entering the premises again. (*Regulation (EC) No 852/2004 Annex II Chapter I Para 1, Para 2 (c) and Chapter IX Para 3*).
8. I recommend that you check surfaces, internal floors, any suspended ceilings and especially

inaccessible areas for pests using a powerful torch. This will also let you check standards of cleaning. It is recommended that you keep records of these checks.

It is recommended that you employ the services of a reputable pest control company to inspect, treat and advise on pest control measures including housekeeping and pest proofing. I remind you that irrespective of the action taken by any pest contractor, the legal responsibility remains with you to ensure that the premises is maintained such that pests are adequately controlled and that food is protected from contamination by pests.

9. An area of the shop ceiling above the counter area was damaged and the paint was peeling due to a water leak. You must investigate the cause of the leak, repair and redecorate the ceiling surface leaving it in good repair and condition. (*Regulation (EC) No 852/2004 Annex II Chapter II Para 1(c)*).
10. It was noted that unused equipment and waste etc was starting to build up again in the food store rooms. This will provide harbourage for pests and prevents the surfaces from being cleaned and must be removed. Items you must keep must be re-organised and stored in a manner that permits cleaning and pest monitoring. (*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*).

It is recommended that you only store food in the retail shop area of the premises but, if you need to store food in the rear area, you designate **one** of the rear rooms only for food storage, keep this room clean and in good repair and store any back-up fridges or freezers in this room. Food law requirements would then apply to the shop and this **one** rear room.

11. If the broken upright refrigerator in the shop cannot be repaired then I recommend it is removed to facilitate cleaning and pest monitoring at the premises.

Confidence in management/control procedures

12. Under Article 5 of Regulation (EC) No 852/2004 you are required to put in place, implement and maintain a written procedure illustrating that you are controlling the food hazards in your business in order that the food sold to customers is safe.

You must be able to demonstrate that you understand all the hazards, and that you are carrying out all the necessary controls. Examples of where you did not have controls in place are as follows:

- You did not have an adequate stock control system in place to prevent food being sold past its use by date;

Principally your main controls are buying food from reputable suppliers, storing it in clean, pest free premises, disposing of any out of date food and keeping high risk ready to foods at a temperature not exceeding 8°C.

Also, supporting the above system, you did not have the following pre-requisites in place in that:

- Pest activity was evident at the premises;
- The premises was dirty and cluttered;
- There was no food safe disinfectant or sanitiser available for disinfecting surfaces;
- The premises was not maintained in good repair and condition;

You must know the hazards of your food business and have controls in place against those hazards.

As you are aware the Food Standards Agency has developed a system to help small **retailers** comply with the requirement for a written system called “**Safer Food - Better Business**” (SFBB) which guides you through compliance issues. It is recommended that you use this system. You have been supplied with a copy of the “Safer Food-Better Business” (SFBB) retail pack, which you have mislaid. Find the pack or alternatively you can find out more about SFBB from the Food Standards Agency's web site <https://www.food.gov.uk/business-industry/caterers/sfbb/sfbbretail>

Alternatively you may establish and implement your own simple written procedures for the following food hygiene requirements:-

- i. Temperature monitoring
- ii. Stock rotation
- iii. Pest control procedures;
- iv. Cleaning/disinfection procedures, including use of the sanitizer and weekly/monthly cleaning schedules;
- v. The health of staff/illness exclusion;
- vi. Training of food handlers;
- vii. Infra-structure and equipment requirements;
- viii. Requirements for raw materials and purchase of stock;
- ix. Food waste/returns handling.

You must ensure that the procedures cover all aspects of the operation and are fully implemented at the premises. You must be adequately trained and follow the procedures. (*Regulation (EC) No 852/2004 Annex II, Chapter XII, Para 1 and 2*).

It is recommended that you record temperatures of foods stored under refrigeration.

13. You must ensure that you are trained in Food Hygiene Matters to a level appropriate to your work activity. (*Regulation (EC) No 852/2004 Annex II Chapter XII*). It is recommended that you undertake training to a level equivalent to the Chartered Institute of Environmental Health (CIEH) Level 1 or 2 Award in Food Safety.

Any legal requirements relating to cleaning and practices require your attention immediately. These include items 1, 2, 4, 5, 6 and 10. Other items should be completed within the next two months.

A re-visit will take place in approximately **two weeks** when it is expected that all legal requirements will have been attended to. As stated above, should you fail to attend to these items within this period formal action will be considered. Please be aware that your business will not be issued with a new food hygiene rating after this re-visit.

Your Food Hygiene Rating

Confidence in management/ control procedures	20
Compliance with food hygiene and safety procedures	10
Compliance with structural requirements	15
Food hygiene rating	1
MAJOR IMPROVEMENT NECESSARY	

Please find enclosed your sticker for display. Your rating will be published after the appeal period of 21 days or if you have not appealed, within 28 days of your receiving your rating at www.food.gov.uk/ratings.

Please remove and destroy any existing certificate and stickers on display. Continuation to display old stickers and certificates can constitute an offence under Trading Standards legislation. Stickers and certificates remain the property of the local authority and all rights are reserved.

If you consider that the rating given is unjust, you may appeal by submitting the appropriate appeal form to the Senior Environmental Health Officer (Commercial) within 21 days of the day you are informed of your rating.

A web link to information on the scheme including template forms for lodging an appeal, 'right to reply' or requesting a re-visit (re-rating visit) is available at <http://www.eastcambs.gov.uk/food-safety/national-food-hygiene-rating-scheme>

Note: From 01 April 2018 re-rating visits will no longer be free. You will be charged a fee before the re rating visit.

Should you require any further information or advice or wish to discuss these matters, please do not hesitate to contact me on the details at the head of this letter. If you have any comments regarding the inspection or advice issued, please contact [REDACTED], Senior Environmental Health Officer, on 01353 665555.

Yours sincerely

[REDACTED]

Environmental Health Officer (Commercial)