



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555

DX41001 ELY Fax: (01353) 665240

www.eastcambs.gov.uk

Central England Co-operative
Central House
Hermes Road
Lichfield
Staffordshire
WS13 6RH

This matter is being dealt with by:

Telephone: 01353 665555

E-mail:

My Ref: 10/00161/MIXED

Your ref

10th April 2018

Dear Sir

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: Central England Co-operative, 40 Wisbech Road, Littleport, Cambridgeshire, CB6 1JH

I refer to my food hygiene inspection of the above premises carried out on the 29th March 2018.

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.

A re-visit will take place in approximately 3 weeks when it is expected that all legal requirements will have been attended to.

Food hygiene and safety

1. It was established that cucumber used in baguettes and baps in the in-store bakery is used without it being washed first. The instructions detailed on the packaging state that it must be washed before use. Any dirt on unwashed vegetables, salad and fruit can contain harmful bacteria. Peeling and/or washing fruit and vegetables helps to remove the dirt and bacteria. The cucumber must be washed thoroughly before it is sliced/used.
(Regulation (EC) No 852/2004 Annex II Chapter IX Para 3)
2. A green complex tray was being used to store unwrapped bread in the walk-in freezer. These trays cannot be kept clean due to the complex nature of their design. It was noted that this tray was dirty. You must not use these green complex trays for storing foods in.
(Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a))
See photograph 1 attached
3. The blue and green chopping boards being used in the in-store bakery were badly scored and can no longer be thoroughly cleaned or disinfected. These must be replaced.
(Regulation (EC) No 852/2004 Annex II Chapter V Para 1(c))

4. Bread was observed in the walk-in freezer that was not wrapped. It is recommended that all food in the freezer is covered/wrapped to prevent freezer burn.

See photograph 1 attached

Structure

5. During the inspection I viewed the pest control reports completed by Mitie. It was noted that numerous sightings of rats in the warehouse had been noted by staff dating as far back as 6th December 2017. Mitie had made numerous visits to the premises (at least 21 in a 4 month period) and detailed proofing and housekeeping works that were required. Some of these works were the responsibility of Central England Co-operative as opposed to Mitie and it appeared that these proofing works had not been completed. You must undertake all necessary proofing works to the building in order to ensure the design and construction of the food premises permits good food hygiene practices, including protection against contamination and, in particular, pest control.

(Regulation (EC) No 852/2004 Annex II Chapter I Para 2(c))

6. Following my inspection, I spoke [REDACTED], Facilities Lead. She arranged for Mitie to undertake a further inspection of the premises on the evening of 29th March 2018. I have since viewed a copy of the report and various issues were raised by Mitie. Some actions remain open. These are detailed below and require immediate action:

- a) Large amounts of debris noted on the floor next to the loading bay shutter door (reference 5609799/4 on Mitie report)
- b) Cages currently being stored between the loading bay and the fence provide cover for pests. These cages should be stored away from the building to deter pest activity. (reference 5609799/5 on Mitie report)
- c) A 4 Inch wide strip of insulation in the floor between the external wall and the rear of the chillers provides a weak point for pests to burrow through. Recommend the floor behind the chiller is sealed using weld mesh and cement to prevent further pest ingress. (reference 5609799/7 on Mitie report)
- d) Due to ongoing internal rat activity a drain camera survey is recommended to identify potential ingress points. (reference 5609799/10 on Mitie report)

(Regulation (EC) No 852/2004 Annex II Chapter I Para 2(c))

7. The floor under one of the shelves in the warehouse was dirty with food and packaging debris observed. This area must be thoroughly cleaned and maintained in a clean condition.

(Regulation (EC) No 852/2004 Annex II Chapter I Para 1)

See photographs 2 and 3 attached

8. The majority of the bottom shelves in the warehouse were positioned low to the floor which restricts access for cleaning. Given the recent rat situation in the warehouse these bottom shelves must be raised to a level where access for pest control checks and cleaning can be achieved.

(Regulation (EC) No 852/2004 Annex II Chapter I Para 1)

See photograph 4 attached

9. The external refuse container lids were open. You must ensure that the lids to the external refuse containers are kept closed at all times to prevent access to flies, pests and reduce unwanted smells. I was advised the general public access these bins when the shop is closed. These people leave the bin lids open and drop food on the floor. Given the recent rat situation it is imperative that the lids to the external bins are kept closed at all times. You should consider using lockable bins.

(Regulation (EC) No 852/2004 Annex II Chapter VI Para 2)

10. The extractor filters in the in-store bakery were in a very dirty and greasy condition. The filters must be thoroughly cleaned and maintained in a clean condition.

(Regulation (EC) No 852/2004 Annex II Chapter I Para 1)

See photographs 5 and 6 attached

11. The floor under the work surfaces, in particular around the legs of equipment, in the in-store bakery was dirty with food crumbs observed. This area must be thoroughly cleaned and maintained in a clean condition.

(Regulation (EC) No 852/2004 Annex II Chapter I Para 1)

Confidence in management/control procedures

12. Your business has been rated 10 for confidence in management/control procedures. The confidence in management score is based mainly on your food safety management system and food handler's training, supervision and instruction. Furthermore, the confidence in management score is also based on whether the hazards have been identified and appropriate controls are in place. In my opinion the lack of action taken in the 4 month period with regards to the pest proofing issues identified and clearly highlighted by your pest control contractor shows a lack of control in your management system.

(Regulation (EC) No 852/2004 Article 5)

13. It was established that the probe thermometer used in the bakery is not calibrated. Central England Co-operative In-Store Bakery Safe Procedures and Monitoring Book state that thermometers must be calibrated. You must ensure that the probe thermometer is checked regularly for accuracy as per the Central England Co-operative's Safe Systems of Work.

(Regulation (EC) No 852/2004 Article 5)

Any legal requirements relating to cleaning, temperature control and practices require your attention immediately. Other items must be completed within the next three.

A re-visit will take place in approximately 3 weeks when it is expected that all legal requirements will have been attended to. 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	10
Compliance with food hygiene and safety procedures	5
Compliance with structural requirements	15
Food hygiene rating	2
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 faithfully

[REDACTED]

Graduate Environmental Health Officer (Commercial)

c.c. [REDACTED], Manageress, Central England Co-operative, 40 Wisbech Road, Littleport, Cambridgeshire, CB6 1JH