

Chief Executive's Office

Trading Standards & Environmental Health Manager, David Thomson



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Our Ref: [REDACTED]/14/00189/COMM Your Ref:

Date: 13 April 2018

If phoning or calling please ask for [REDACTED]

[REDACTED]
The Waverley Cafe
22 Bath Place
Ayr
South Ayrshire
KA7 1DU

Dear Sir/Madam

Food Hygiene (Scotland) Regulations 2006
General Food Regulations 2004
EC Regulation 852/2004
EC Regulation 178/2002
EC Regulation 1829/2003
Premises: 22 Bath Place Ayr South Ayrshire KA7 1DU

I refer to my visit to the above premises on 12th April 2018 and now enclose details of my findings as discussed with you.

The attached schedules detail works, which require your attention.

Schedule A details the actions required to comply with the food hygiene regulations

Schedule B details the work needed to comply with food standards regulations i.e. matters relating to the quality, composition, labelling, presentation and advertising of food.

Schedule C details recommendations for food hygiene and/or food standard improvement. You are not required to act on these recommendations; however, they are considered best practice and are based on industry guidance and my experience from visiting many other food businesses. I believe you and your business will benefit from the improvements listed in this Schedule.

Standards of food safety, cleaning and structural maintenance identified during my visit were found to be unsatisfactory. A robust system of supervisory monitoring should be put in place to verify your HACCP procedures and ensure that your food business is maintained in an acceptable condition.

A further inspection will be carried out in 4 weeks, when it will be expected that all matters reported in Schedules A and B will have been rectified. Failure to do so may result in enforcement action being taken against you.

Food Hygiene Information Scheme

As part of this inspection, the level of compliance with food hygiene legislation within your business was assessed for the purpose of the Food Hygiene Information Scheme. Your business has been classified as **'Improvement required'**.

Once you have rectified all matters raised detailed in **Schedule A** you can request a reassessment visit to review your Food Hygiene Information Scheme status.

Further information on the Food Hygiene Information Scheme is available on our website at www.south-ayrshire.gov.uk/environmentalhealth.

South Ayrshire Council seeks to follow the guidance of the Government and the Food Standards Scotland in treating all businesses fairly, consistently and in proportion to the risks involved. If you have any concerns about the manner in which the inspection was carried out or the implications of any of the issues raised, then you can contact my manager at Environmental Health, Burns House, Burns Statue Square, Ayr. Telephone: 0300 123 0900.

Yours faithfully,



Food Safety Officer

SCHEDULE A – Food Hygiene

1. You have not maintained documented food safety procedures based on the HACCP principles. In particular the following matters were identified:
 - a. Detailed Cooksafe house rules were not available for inspection.
 - b. There were inadequate storage controls within the refrigerator to minimise any risk of cross contamination. For example:
 - i. A pack of defrosted lorne sausage was on the same shelf as opened packs of cheese slices and cooked ham
 - ii. Unwashed salad items were stored next to cooked meat
 - c. Temperature records were not available from 11/6/17 to demonstrate compliance with the temperature monitoring requirement.

(EC Regulation 852/2004, Article 5)

You must maintain documented food safety procedures based on HACCP principles. Those matters detailed must receive attention.

You advised that you use Cooksafe therefore completed Cooksafe house rules must be available for inspection.

All raw food must be stored in sealed packaging at the bottom of the refrigerator below ready to eat foods to minimise any risk of cross contamination.

Temperature records must be completed daily with records retained on the premises for inspection.

2. The following foods had expired their use by dates therefore were deemed to be unsafe:
 - a. Milk – use by 11/4
 - b. Sandwich ham – use by 10/4

(EC Regulation 178/2002, Article 14)

These foods were disposed of at the time of my visit. Daily checks of perishable foods should be undertaken with any out of date foods disposed of.

3. A food handler was preparing food whilst wearing a cardigan over her apron, therefore food was not protected from contamination.

(EC Regulation 852/2004, Annex II, Chapter VIII)

Suitable clean protective clothing must be worn by food handlers. The cardigan was removed at the time of my visit.

4. Uncovered boxes of ice cream wafers and chocolate flakes were present within the ice cream service area. These foods were not protected from contamination.

(EC Regulation 852/2004, Annex II, Chapter IX)

These foods must be protected from contamination by suitably resealing packaging, or transferring them to lidded boxes.

5. The following areas were dirty:
 - a. The floor within the ice cream service area
 - b. A circulation fan within the ice cream service area
 - c. The window sill within the ice cream service area
 - d. Step ladders within the ice cream service area
 - e. The outside of the fridge door within the ice cream service area
 - f. Frame work for the sales counter within the food service/cooking area
 - g. Pipework and floor to the side of the deep fat fryers

(EC Regulation 852/2004, Annex II, Chapter I)

These areas must be cleaned and maintained in a clean condition.

6. The floor surface within the ice cream preparation was defective in that it was damaged and uneven. A dirty fabric mat was present on the floor which did not permit cleaning.

(EC Regulation 852/2004, Annex II, Chapter II)

The floor surface must be suitably repaired so that it is smooth, impervious, non absorbent and permits adequate cleaning. The fabric mat must be removed.

The defective floor covering was raised during a previous inspection on 9th May 2016 and must receive attention. Failure to comply with this matter will result in service of a Hygiene Improvement Notice.

7. There was an unsealed wooden edge to the sales counter within the ice cream service area.

(EC Regulation 852/2004, Annex II, Chapter II)

The surface must be suitably sealed so that it permits cleaning.

8. The formica surface surrounding the wash hand basin within the food preparation/cooking area was damaged with exposed chipboard.

(EC regulation 852/2004, Annex II, Chapter II)

This surface must be suitably repaired so that it is in good repair and condition and permits adequate cleaning.

9. Uncovered food packaging was stored at floor level next to the waste bin, therefore was exposed to risk of contamination.

(EC Regulation 852/2004, Annex II, Chapter X)

Food packaging must be stored in such a manner that it is not exposed to risk of contamination.

10. The door leading to the outside environment from the washing up area was ill fitting with gaps to the side and top, which may allow ingress of pests.

(EC Regulation 852/2004, Annex II, Chapter I)

The door and/or frame must be suitably repaired to permit pest control.

11. The casing of the chest freezer was damaged. The seals were also dirty, with mould present.

(EC Regulation 852/2004, Annex II, Chapter V)

The freezer must be suitably repaired and cleaned.

12. The hand dryer within the gents' toilet was defective, with no hygienic hand drying facility available.

(EC Regulation 852/2004, Annex II, Chapter I)

A hygienic hand drying facility must be provided.

SCHEDULE B – Food Standards

1. You have not provided information concerning any foods which contain ingredients which may cause allergies or intolerances on a menu or notice at the point of sale at the place where the consumer chooses a food.

(Food Information (Scotland) Regulations 2014, regulation 5)

You must provide information concerning any foods which contain ingredients which may cause allergies or intolerances at the point of sale at the place where the consumer chooses a food. If you choose to provide this information verbally, then you require to indicate that details concerning foods containing ingredients which cause allergies and intolerances can be obtained by asking a member of staff, either on a menu or notice at the point of sale.

I have provided you with an allergen matrix and signage to assist you with documenting your food allergen information.

This matter was raised during a previous inspection on 9th May 2016 and must receive attention.

2. Vegetable oil used on the premises is produced from 'Genetically Modified Soya'. You have not declared on your menu that some foods contain oil which is produced from 'Genetically Modified Soya'.

(EC Regulation 1829/2003)

Where a genetically modified ingredient is used in a food, a statement that the food contains a genetically modified ingredient must be given on the menu next to the food in question.

SCHEDULE C – Food Hygiene/Food Standards Recommendations

1. Cookies had expired their best before date (11/4). Although not an offence to sell foods beyond the best before date, if such foods no longer met the food safety requirements or were of poor quality then this would be an offence under the terms of the regulations. Regular checks should be undertaken with out of date foods disposed of.
2. Copies of food hygiene training certificates should be kept on the premises for inspection.
3. A food handler cooking food was not aware of the safe cooking temperature of food. Although she was supervised by a trained person at the time of my visit, I would recommend that she completes food hygiene training e.g. REHIS Elementary food hygiene certificate (or equivalent).
4. In view of the cleaning matters identified during my visit, I would recommend that you implement a cleaning schedule, detailing areas to be cleaned, cleaning frequency and method of cleaning.