

Chief Executive's Office

Service Lead – Trading Standards & Environmental Health: Morton Houston



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Our Ref: [REDACTED] 19/00043/COMM Your Ref:

Date: 14 May 2019

If phoning or calling please ask for [REDACTED]

The Venice Cafe
4 Ayr Street
Troon
South Ayrshire
KA10 6EB

Dear Sir/Madam

Premises: 4 Ayr Street Troon South Ayrshire KA10 6EB

I refer to my visit to the above premises on 13th May 2019 and now enclose details of my findings as discussed with [REDACTED] at the time of inspection.

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.

A further inspection will be carried out in **4 weeks**, when it will be expected that points **1, 2, 3, 4, 5, 6 and 9 reported in Schedule A** will have been rectified

All other matters reported in **Schedule A and B** must be rectified within **3 months**. 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,

[REDACTED]
Environmental Health Officer

SCHEDULE A – Food Hygiene

Food Hygiene (Scotland) Regulations 2006
EC Regulation 852/2004

1. You could not confirm that the surface sanitizer, in use at the premises, was being used at the correct concentration as recommended by the manufacturers. No measurements were being made regarding the quantity of concentrated sanitizer being diluted into spray bottles.

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

In order to ensure effective disinfection in accordance with BS EN 1276:1997 or BS EN 13697:2001 the product must be used in accordance with the manufacturers required dilution and contact time.

The manufacturers require that this product is used at a 1:50 concentration. Accordingly this would require that 15ml of concentrated sanitizer is diluted with water within a 750ml spray bottle. Using too weak a dilution will not be effective in killing bacteria and too strong a dilution could pose a potential risk of tainting to foods.

Accordingly you must ensure that this sanitizer is used in accordance with the manufacturer's directions.

2. The standard of deep cleaning in the premise was poor in particular in the following areas:-

- There was a build-up of dirt on the walls in the vegetable and bin store area. Items were being stored in this area in a haphazard manner.
- The bottom of the door leading from the rear kitchen area to the vegetable and bin store area was dirty.
- There was a build-up of dirt on the electrical sockets throughout the premises.
- The seal of the upright freezer in the rear kitchen was dirty and mould growth was present.
- There was a build-up of ice in the upright freezer located in the rear kitchen area.
- There was a build-up of dirt at the wall to floor junction beside the drain in the rear kitchen area.
- A dirty step was being stored in the rear kitchen area.
- Dirty aprons were hanging in the rear kitchen area beside outdoor clothing.
- There was a build-up of dirt on the repaired sections of flooring in both the kitchen and server areas.
- The seal of the raw refrigerator in the kitchen area was split; there was a build-up of food debris.
- The pipework at the side of the wash hand basin in the kitchen area was dirty.
- The vent within the disabled toilet was dirty.



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

These areas require to be thoroughly cleaned and thereafter they must then be maintained in a clean condition. Any necessary repairs must be actioned.

3. An open bag of bread rolls were being stored on the same work surface and in contact with shell eggs thereby exposing the rolls to the potential risk of cross contamination.

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

Foods must always be stored in a manner which protects them from the potential risk of contamination. Raw and ready to eat foods must be kept separate at all times.

4. A wrapped unwashed lettuce and an open tub of unwashed berries were being stored on top of containers of ready to eat foods within the ready to eat designated refrigerator

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

Raw and ready to eat foods must be stored separately in accordance with your food safety system.



5. Raw and ready to eat foods were being stored together in the chest freezer in a manner which could pose a potential risk of contamination.

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

You must ensure that food is protected from the risk of contamination at all times. Accordingly raw and ready to eat foods must be stored separately.

6. Several foods were being stored uncovered in the upright freezer located in the rear kitchen area. One of the plastic food storage tubs in this freezer was broken.

(EC Regulation 852/200, Annex II, Chapter IX)

You must ensure that food is protected from the risk of contamination at all times. Accordingly all food stored in freezers should be covered and the broken storage container should be disposed of.

7. Sections of the interior casing of the chest freezer, located in rear kitchen area, were damaged. The bracket of the lid of this chest freezer was broken.

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

The damaged sections of the interior casing must be suitably repaired in a manner which renders the freezer in a sound condition capable of being kept clean. The broken bracket must also be repaired.

8. Bare wood and missing edging strips were present on the shelving in the rear kitchen area. These finishes are not impervious and therefore not capable of being kept clean.

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

These areas must be suitably sealed and rendered capable of being kept clean. This could be achieved by gloss painting.

9. A lattice container had been used to store sausage rolls. This container is not suitable for the storage of foods as it is not capable of being readily cleaned.

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

Only containers which are food grade smooth and impervious should be used for food storage.

10. You do not have a comprehensive documented food safety system based on HACCP principles for your food business.

(EC Regulation 852/2004, Chapter II, Article 5)

You must provide a documented food safety system based on HACCP principles. The system must be commensurate with the nature and size of your food business and must demonstrate the effective application of the following measures:-

- Identify any hazards that must be prevented, eliminated or reduced to acceptable levels.
- Identify the critical control points at the step or steps at which control is essential to prevent or eliminate a hazard or to reduce it to acceptable levels.
- Establish critical limits at critical control points which separate acceptability from unacceptability.
- Establish and implement effective monitoring procedures at critical control points.
- Establish corrective actions when monitoring indicates that a critical control point is not under control.
- Establish procedures which shall be carried out regularly to verify the above measures.

As discussed, reviewing the Cooksafe system left by the previous owner will assist you in complying with this requirement. You have requested support from this service to assist you with this matter and you will be sent separate correspondence regarding this.

SCHEDULE B – Food Standards

Food Information (Scotland) Regulation 2014 Regulation (EU) 1169/2011

1. Comprehensive information was not provided for your customers regarding the presence of allergenic ingredients within foods sold at your business.

(Food Information (Scotland) Regulations 2014, Regulation 5).

You must provide accurate information for your customers regarding the presence of specified allergenic ingredients within foods sold at your business. The specified allergenic ingredients are; celery, cereals containing gluten, crustaceans, eggs, fish lupin, milk, molluscs, mustard, nuts, peanuts, sesame seeds, soya and sulphur dioxide (at concentrations of more than 10 mg/kg or 10 mg/litre) .

This information will either require to be provided in written or oral formats. If the information is provided orally you will have to verify that the information is accurate and consistent. As discussed this could be achieved by displaying the enclosed notice which advises consumers how to obtain allergenic information and also by completing the allergen matrix.

SCHEDULE C –Recommendations

1. No food hygiene training certificates were available for inspection. You must ensure that all food handlers engaged in your business have received adequate food hygiene training to a level commensurate with their work activities. Accordingly this would require that all food handlers handling open high risk foods must be: Trained to a level appropriate to their work activities, i.e. initially to at least REHIS Elementary Food Hygiene level or equivalent, and/or supervised and instructed in food hygiene matters to a level appropriate to their work activities.

Food hygiene training certificates should be made available for inspection at your next programmed inspection. This will enable you to demonstrate that suitable food hygiene training is in place.

2. It is recommended that all extraneous items not pertaining to the food business are removed.
3. You advised that the shell eggs are being stored in the kitchen area. It is strongly recommended to ensure food safety, that shell eggs are stored either under refrigeration or in a cool area.
4. As discussed it is strongly recommended that further separation be provided within the chest freezer to ensure that the wrapped raw chicken breasts and the wrapped breads are kept separate.