

Chief Executive's Office

Service Lead – Trading Standards & Environmental Health: Morton Houston



Burns House, Burns Statue Square, Ayr, KA7 1UT
Tel: 01292 616 [REDACTED]
E-mail: [REDACTED]@south-ayrshire.gov.uk
Our Ref: [REDACTED]/18/00276/COMM Your Ref:
Date: 16 August 2019
If phoning or calling please ask for [REDACTED]

[REDACTED]

Zaika
13B Station Road
Mossblown
South Ayrshire
KA6 5DT

Dear [REDACTED]

Premises: Zaika, 13B Station Road, Mossblown, South Ayrshire, KA6 5DT.

I refer to my visit to your premises on Thursday 15th August 2019 when I was accompanied by my colleague [REDACTED] Environmental Health Officer. The visit was in response to a complaint received concerning general poor hygiene within the premises.

All matters raised were fully discussed with you at the time of visit. **Schedule A** details the actions required to comply with the food hygiene regulations.

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

It was disappointing to note the number of cleaning and structural matters raised, leading to your business being classed as "Improvement Required". It is concerning that you are failing to meet the hygiene standards expected by this Service and as required by the legislation despite previous warnings. Should you consistently fail to achieve compliance, this Service will have no option but to consider formal action which may result in a report being submitted to the Procurator Fiscal.

A revisit will be carried out in due course when it will be expected that all matters reported in **Schedule A** will have received attention.

Food Hygiene Information Scheme Improvement Required

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 sincerely,



Food Safety Officer

SCHEDULE A – Food Hygiene

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

1. The standard of cleanliness in the following areas was found to be unsatisfactory:
 - a) Hand contact points such as light switches, door and fridge handles, wash hand basin taps, external surfaces of bottles and chemicals used for cleaning, soap dispensers.
 - b) Thermometers for monitoring storage and food temperatures.
 - c) External surfaces of containers used for storing food.
 - d) Walls around the sinks throughout the premises.
 - e) Areas around and behind equipment.
 - f) Doors of fridges and freezers, including internal rims and seals.

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

The premises must be thoroughly cleaned, ensuring all points above are included. It must thereafter be cleaned at a suitably frequency to ensure a satisfactory standard is maintained.

2. The chest freezer by the staircase was in a poor condition and not operating effectively with foods on the surface noted to be at -4°C.

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

The freezer must be repaired or replaced to ensure it operates at a temperature which permits food safety during storage.

3. Serving utensils were being stored in containers of food with the handles in direct contact with the food.

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

The handles of serving utensils must not be kept in direct contact with food in order to protect from contamination by any person handling utensils.

4. The windows were open throughout the premises for ventilation however no pest screens were in place. Some open foods were being stored under the open window in the front service area, exposing them to contamination.

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

Suitable fly screens must be provided on windows which are to be opened for ventilation. Foods being cooled in this area must be suitably covered to protect from contamination.

5. The food preparation surface in the front service area was warping, producing gaps which can trap food debris and moisture.

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

The surface must be suitably repaired or replaced to provide a smooth, non-absorbent surface that is capable of being kept clean.

6. There was no ventilation provided in the downstairs potato preparation area.

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

Suitable natural or mechanical ventilation must be provided within this area.

7. No dates were noted on the CookSafe temperature monitoring records. It was therefore unclear which dates these corresponded to. The records indicated the chest freezer to be operating at -19°C which would suggest they were either not up to date or accurate given the freezer was found to be at -4°C.

You have therefore failed to maintain your Food Safety Management System which, if properly implemented, should prevent such issues from arising.

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

Records must be completed on a daily basis as evidence that food is being handled safely. These records should be accurate and dated to ensure it is clear which date they correspond to.

You must review your Food Safety Management to ensure you maintain control of your business and prevent it from consistently failing to meet the requirements of food hygiene legislation.

SCHEDULE B – Food Standards

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

1. Due to the number of cleaning issues noted, you should consider implementing a cleaning schedule to ensure the premises is maintained in a hygienic condition.
2. Some disused equipment was noted around the premises, restricting access for cleaning. All disused equipment should be removed to allow cleaning and to minimise areas where dirt can collect.