

Chief Executive's Office

Service Lead - Trading Standards & Environmental Health: [REDACTED]
[REDACTED]



5-7 River Terrace, Ayr, KA8 0BJ
Tel: [REDACTED]
Email: [REDACTED]
Our Ref: [REDACTED] Your Ref: [REDACTED]
Date: 26 August 2021
If phoning or calling please ask for [REDACTED]

[REDACTED]
Ayr Cottage
13 Tam's Brig
Ayr
KA8 8JH

Dear [REDACTED]

**Food Hygiene (Scotland) Regulations 2006
EC Regulation 852/2004
Premises: Ayr Cottage, 13 Tam's Brig, Ayr**

I refer to my visit to the above premises on 16 August 2021. I now enclose details of my findings.

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 **one month**, when it will be expected that all matters reported in Schedule A will have been rectified. Failure to do so may result in enforcement action being taken against you.

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

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.

You had failed to implement adequate food safety procedures to minimise risk of cross contamination and growth of pathogenic micro-organisms which is concerning. At the time of my visit, there was no means of disinfecting equipment and surfaces which come into contact with food, posing a serious risk of cross contamination. Robust disinfection procedures are critical to food safety therefore consideration was given to closing your premises using our emergency procedures. You were only allowed to remain open as you were able to source suitable disinfectants at the time of inspection. Many other contraventions of food law were identified during my inspection, giving further cause for concern and demonstrating that food handlers do not have adequate food hygiene knowledge nor training. Failure to comply with food law requirements will lead to formal action being taken by this service.

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, 5-7 River Street, Ayr, KA8 0BJ. Telephone: 0300 123 0900.

Yours sincerely


Environmental Health Officer

SCHEDULE A – Food Hygiene

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

1. You did not have documented food safety procedures based on the HACCP principles. The following matters were identified:
 - a. There was no means of disinfecting equipment and surfaces which come into contact with food, posing a serious risk of cross contamination as both raw and ready to eat foods are prepared on the premises.
 - b. There were no separate knives or storage containers for raw food. The use of the same equipment for raw and ready to eat foods, poses a serious risk of cross contamination where there is not adequate means of high temperature disinfection in place.
 - c. Chopping boards used for raw and ready to eat foods were being stored together in the same rack, posing a risk of cross contamination.
 - d. Within the chest freezer, both raw meat and ready to eat bread products were being stored without adequate separation in place. Some raw foods were uncovered, posing a risk of cross contamination.
 - e. Although you had a probe thermometer for monitoring temperature controls, there was no means of disinfecting the thermometer to minimise risk of cross contamination.
 - f. Temperature records were only available since the start of August 2021 until 12th August 2021. Records were insufficient to demonstrate compliance with the temperature monitoring requirement.
 - g. There was no suitable stock control system in place. Foods prepared on the premises were not labelled with the date of preparation and/or use by date.
 - h. There were no separate cleaning materials for raw food equipment. The use of the same cleaning materials for both raw and ready to eat food equipment, poses a risk of cross contamination.

(EC Regulation 852/2004, Article 5)

You must implement and maintain adequate documented food safety procedures based on the HACCP principles. Those matters detailed must receive your attention.

- a. **You must ensure adequate disinfection of equipment and surfaces which come into contact with food. Although suitable BSEN 1276 and BSEN 13697 disinfectants were provided at the time of my visit, these must be used in accordance with manufacturers' instructions with regards to dilution and contact time to ensure adequate disinfection.**
- b. **In the absence of high temperature disinfection e.g. by using a mechanical dishwashing machine, you must provide separate equipment for the preparation of raw food to minimise any risk of cross contamination.**
- c. **All raw food equipment, including chopping boards must be stored separately to minimise any risk of cross contamination.**
- d. **Ideally all raw foods will be stored separately from ready to eat foods. Where this is not possible, there must be adequate separation between raw and ready to eat foods within the chest freezer to minimise risk of cross contamination. A full height divider must be provided for this purpose.**
- e. **A means of disinfecting your probe thermometer before use must be provided to minimise risk of cross contamination e.g. disinfectant wipes.**
- f. **Temperature records must be completed daily, with records kept on the premises for inspection purposes.**
- g. **A suitable stock control system must be implemented and maintained. Foods prepared on the premises must be labelled with the date of preparation and/or a use by date prior to storage.**
- h. **Separate cleaning materials must be provided for raw food equipment. These must be stored separately from other cleaning materials to minimise risk of cross contamination. Raw food equipment must be also be cleaned and disinfected separately from ready to eat food equipment, with the sinks thereafter thoroughly disinfected to minimise risk of cross contamination.**

Cooksafe may assist you with documenting your food safety procedures:

<https://www.foodstandards.gov.scot/publications-and-research/publications/cooksafe-manual>

2. There is insufficient food hygiene awareness within the business. Only you have completed a level 2 food hygiene course within the kitchen. Food handlers are therefore not supervised and instructed and/or trained in food hygiene matters commensurate with their work activities.

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

Food handlers must be supervised and instructed and/or trained in food hygiene matters commensurate with their work activities. Food handlers should complete the REHIS Elementary food hygiene course (or level 2 equivalent).

3. There was no soap available at the kitchen wash hand basin for hand washing. In addition, a fabric towel was being used for hand drying.

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

The wash hand basin must be provided with soap and a hygienic hand drying facility e.g. disposable paper towel.

4. Within the kitchen, the electronic fly killer contained many dead flies, there was also fly tape hanging in the kitchen which contained dead flies which may pose a risk of contamination.

(EC Regulation 852/2004, Annex II, Chapters I and IX)

The electronic fly killer must be cleaned and maintained in a clean, hygienic condition. The fly tape must be removed.

5. Foods were not being stored in a manner to protect them from contamination. For example:
 - a. Opened packs of spices and herbs were being stored uncovered in a bucket.
 - b. A metal can was sitting with a container of rice.
 - c. Poppadoms were stored in a re-used cardboard box.

(EC Regulation 852/2004, Annex II, Chapters V and IX)

Foods must be stored in a manner to protect them from contamination. Once opened, ingredients including herbs and spices must be protected from contamination by decanting them into a clean, lidded container or by suitably resealing the original packaging.

The metal can was removed from the rice at the time of my visit. Reused metal cans may pose a risk of physical contamination to food and must not be used for decanting foods. Cardboard boxes do not permit cleaning therefore must be reused for the storage of foods. A suitable washable container must be provided for storing poppadoms.

6. The following areas were dirty:
 - a. The window area in the kitchen
 - b. Shelving storing spice containers in the kitchen

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

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

7. The following equipment was dirty:

- a. The runners and lids of the chest freezers
- b. Containers storing spices in the kitchen
- c. The seals and handle of the Gram fridge
- d. A pizza roller
- e. A white coloured chopping board
- f. The outside surfaces/handle of the microwave oven
- g. Drawers within the refrigerated counter display unit in the service area

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

This equipment must be cleaned and thereafter maintained in a clean, hygienic condition.

8. The window in the kitchen was opened to aid ventilation., The opening was not provided with and insect proof screen.

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

If the window is to be opened to aid ventilation, the opening must be provided with an insect proof screen. Alternatively, the window must remain closed.

9. The tops of the taps were missing at the washing up sinks, creating dirt traps.

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

The taps must be suitably repaired so that they permit adequate cleaning.

10. Shelving within the Gram refrigerator was damaged and no longer permitted adequate cleaning.

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

The shelving must be suitably repaired or replaced.

11. There were no filters within the mechanical ventilation extraction system.

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

Filters must be provided within the extraction system so that it operates effectively.

12. Cardboard was lining shelving under the cooking range.

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

Cardboard does not permit cleaning and must be removed from the shelving.

13. The window within the staff toilet was closed, therefore this area was unventilated.

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

Suitable and sufficient natural or mechanical ventilation must be provided in this area.

14. There was no hygienic hand drying facility within the staff toilet. Only a fabric towel was available.

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

A hygienic hand drying facility must be provided within the staff toilet, e.g. disposable paper towels.

SCHEDULE B – Food Standards

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

No matters raised.

SCHEDULE C –Recommendations

1. You should review your provision of electronic fly killing devices. I would suggest that another electronic fly killing device is provided within the service area, close to the point of entry for flies. Any device should not be sited above food handling or storage areas to minimise any risk of contamination to food. I noted that your front door leading into the service area is left open to enhance ventilation.
2. You should complete the free online food allergen training provided by Food Standards Scotland:<https://www.foodstandards.gov.scot/business-and-industry/safety-and-regulation/food-allergies-2>
3. Copies of food hygiene training certificates should be kept on the premises to demonstrate compliance with the food hygiene training requirement.
4. You use synthetic food colouring agent containing E102, E122 and E129 for colouring tikka meat marinade and also for pakora batter. These colours may have adverse effects on activity and attention in some children. It is therefore recommended that you use alternative natural colours instead e.g. turmeric, beetroot. However, should you continue to use these synthetic colours, be mindful that there are prescribed maximum levels of these colourings in food which must not be exceeded. It is therefore important that you follow the manufacturer's instructions for the product that you use.
5. Disposable aprons should be provided for food handlers to wear when preparing raw food, e.g. raw meat to minimise risk of contamination to other protective clothing being worn.
6. A bar of soap was present at the wash hand basin in the staff toilet. I would recommend that a liquid soap dispenser is provided as a more hygienic alternative for handwashing.