

Chief Executive's Office

Service Lead – Trading Standards & Environmental Health: Morton Houston



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Our Ref: [REDACTED]/00182/COMM Your Ref:

Date: 27 August 2019

If phoning or calling please ask [REDACTED]

Plazza
38 Main Road
Ayr
South Ayrshire
KA8 0LQ

Dear [REDACTED]

Premises: 38 Main Road Ayr South Ayrshire KA8 0LQ

I refer to my visit to the above premises on 21st August 2019 and now enclose details of my findings as discussed with you at the time of the inspection.

This service views poor standards of hygiene and cleanliness within food businesses as unacceptable and this is a basic failure to comply with food safety legislation. This is the second time you have failed to achieve the standard of cleanliness expected. You must now put in place robust supervisory procedures to ensure that effective cleaning is maintained. Should poor standards of hygiene and cleanliness be observed during future visits consideration will be given to submitting a report to the Procurator Fiscal recommending that legal action be taken against 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.

A further inspection will be carried out in due course, 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.

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,



Environmental Health Officer

SCHEDULE A – Food Hygiene

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

1. Taps and surrounding areas at the wash hand basin in the intervening space of the WC were in a dirty condition. A build-up of dust was evident on the wash hand basin which would indicate that the wash hand basin in the toilet is not being used by food handlers.

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

The sinks, taps and surrounding areas must be thoroughly cleaned and thereafter kept clean and maintained in good repair and condition.

You must ensure that all food handlers engaged in your business have received adequate food hygiene training and are fully aware of good hand washing practices.

2. Wall surfaces, floor covering and the ceiling of the toilet and intervening space were dirty. Cobwebs were evident at wall/ceiling junctions. Areas of the wall surface and ceiling were holed.

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

The toilet and intervening space require to be thoroughly cleaned/sanitised and thereafter maintained in a clean condition.

The walls and ceiling surface require to be repaired to provide a smooth impervious surface which is easy to clean and thereafter maintained in a sound condition.

3. The following pieces of equipment were found to be dirty:

- All three microwaves were noted in a poor condition. The internal surfaces were dirty and the ceramic enamel was peeling exposing areas of rust.
- External surfaces, hand contact surfaces and the internal surfaces of the refrigerated units located in the front shop and the rear storage area were dirty. Seals were dirty and evidence of mould growth was evident.
- Caps were missing from the taps at the wash up sinks and a build-up of dirt was evident.
- Kettle was dirty
- Food Processer was dirty
- Pizza roller was dirty.
- A section of the buffalo grill was defective with a paper sign confirming 'Do not use'. Both this section and the section in use had a build-up of carbon.
- Shelving in the front shop/serving area was dirty.
- Shelving in the rear shop area was dirty and affected with areas of rust.
- Lid of the chip storage container located in the front service area was dirty and in a defective condition due to heat damage.
- External surfaces and lids of internal bins were dirty.
- Perspex doors on the refrigerated chill display were dirty and defective.
- The defective fryer was in a dirty condition.

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

Defective equipment e.g. microwaves, refrigerator seals, buffalo grill, perspex refrigerated unit doors, food storage containers, fryer must be suitably repaired or alternatively renewed to minimise any risk of contamination to food.

All equipment and general structure of the premises requires be thoroughly cleaning /sanitising, decarbonising where applicable and thereafter maintained in a clean and sound condition.

4. Cardboard was placed on top of the Pizza oven to store utensils on. The cardboard was noted in a dirty condition.

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

Cardboard is absorbent and therefore cannot be effectively cleaned, thus it must be removed. All utensils must be stored in a manner which would not present a risk of contamination

5. The plastic container/scoop used for pakora was cut from a previously used condiment container. The handle was hollow and the scoop dirty.

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

Suitable food scoops are available on the premises and should be used. The design and hollow handle of this adapted scoop cannot be effectively cleaned and must be discarded to minimise any risk of contamination to food.

SCHEDULE B – Food Standards

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

1. Pizzas containing Ham were advertised on your menu however the pizza actually contains Halal Julienne Turkey. Describing the product as containing Ham therefore misleads the consumer as to the true nature of the food.

(Regulation EU 1169/2011, Article 8)

The name of the food must enable consumers to know the true nature of the food and to distinguish it from other similar foods. You must remove the word Ham from your menu, or alternatively ensure that Ham is sourced as advertised.

SCHEDULE C –Recommendations

1. It is strongly recommended that you retain written records of food hygiene training courses completed by your staff members. Training records will assist you in demonstrating that adequate training is in place.
2. The following colours are used for Pakora and as discussed the manufacturer's instructions are required to be followed with regard to dilution rates.
 - Allura Red E129
 - Tartrazine E102

These colours are known as part of the group of the 'Southampton 6' colours'. The Food Standards Agency is encouraging a voluntary ban on the use of these colours in food due to them likely being linked to hyperactivity and poor concentration in children.

As discussed, you should consider stopping using these colours in food sold from your premises. Other natural sources of colours are available, if required.

3. All disused equipment should be removed from the premises to improve access for cleaning, and to minimise surfaces where dirt can collect.