



North Tyneside Council

Working in partnership with
CAPITA

Public Protection Services
Environmental Health
Quadrant East - 1st Floor
Silverlink North
Cobalt Business Park
North Tyneside
NE27 0BY

Spice Junction
Unit 1
Monkseaton Metro Station
Norham Road
Whitley Bay
NE26 3NR

FAO: Mr

Our Ref: CN/08/00247/FOOD

Your Ref:

Date: 25 August 2017

This matter is being dealt with by:

Mrs Clare Newlands

Direct Line: (0191) 643 6649

Mobile: 07970 955 334

Fax: (0191) 643 2426

e-mail:

clare.newlands@northtyneside.gov.uk

Website: www.northtyneside.gov.uk

Dear Sir & Madam,

Food Safety Act 1990
Food Safety and Hygiene (England) Regulations 2013
Regulation (EC) No 852/2004 Hygiene of Foodstuffs
Regulation (EC) No 853/2004 Hygiene Rules for Food of Animal Origin
General Food Regulations 2004
Health and Safety at Work etc Act 1974

RE: Spice Junction

AT: Unit 1 Monkseaton Metro Station, Norham Road, Whitley bay

I refer to my visit to the above premises on 19 July 2017, I apologise for the delay in correspondence.

Although there were no concerns regarding the cooking of the food; it was disappointing that staff were unaware of many basic food hygiene and safety controls including temperature requirements, handwashing & 2 stage cleaning. This was compounded by no paperwork being completed and staff not knowing the whereabouts of the Safer Foods Better Business pack.

This has impacted on your Hygiene Rating for the business.

You have received a letter requesting that you both attend an interview at the Council Offices to discuss observations made at the time of my inspection. I have received an email from [redacted] requesting the meeting be rearranged, this will be done and a new appointment will be sent out in due course.

Both yourselves and Mr [redacted] need to attend.

This letter also contains important information regarding the food hygiene rating for your business that will be published on the national Food Hygiene Rating website. The Food Hygiene Rating scheme helps consumers choose where to eat out or shop for food by giving them information about the hygiene standards in food outlets at the time they are inspected to check compliance with legal requirements. Details of how ratings are calculated are enclosed.

Schedule A details the work needed to comply with the law. This work or work considered equally effective must be completed within 28 days unless otherwise specified in the schedule. Failure to comply with the requirements of Part A may result in further action by this Department to secure compliance.

Schedule B lists those matters which, though not legally required, are considered to be good working practice. You should view these recommendations as important guidance for developing safe, hygienic practices.

I am seriously concerned that several deficiencies identified as contraventions of food safety legislation on previous visits to your premises were repeated again on this latest inspection. As a consequence, you will be invited to a meeting to discuss the management of food safety within your business with a view to seeking improvements that will prevent further recurrence of food safety offences at your premises. In the meantime I ask that you let me know what action you have taken in respect of the matters raised in Schedule A in this report by completing the attached reply form and returning it in the enclosed pre-paid envelope.

Following my inspection I have rated the premises as a B. My next routine inspection of your premises will happen in approximately 12 months.

The food hygiene rating for your business that will be published on the FSA National Food Hygiene Rating website (food.gov.uk/ratings) has been calculated from the risk assessment scores applied by the inspecting officer as set out below:

Criteria assessed	Officer risk score (Food Law Code of Practice)
Compliance with food hygiene and safety procedures	15
Compliance with structural requirements	10
Confidence in management/control procedures	20
Total	45
FOOD HYGIENE RATING	1

Rating	Descriptor	Officer Risk Score	Additional Scoring Factor
5	Very Good	0-15	No score greater than 5
4	Good	10-20	No score greater than 10
3	Generally Satisfactory	25-30	No score greater than 10
2	Improvement Required	35-40	No score greater than 15
1	Major Improvement Necessary	45-50	No score greater than 20
0	Urgent Improvement Necessary	>50	

A sticker showing your rating is enclosed/in the post. You can tell your customers how good your hygiene standards are by putting the sticker up in the window or on the door for display. If you do not have a suitable glass surface, you could fix the sticker onto a transparent surface before fixing that onto a wall or other surface. Please destroy the sticker and certificate showing your previous rating as only one rating – the most recent rating - should be displayed. To continue to display a previous rating may constitute an offence under the Consumer Protection from Unfair Trading Regulations 2008. Tampering with or misusing certificates or stickers with the intention to mislead the public or misrepresent the food business could also contravene trading standards law.

Your rating will also be published on the Food Standards Agency's website at www.food.gov.uk/ratings between two and four weeks from receiving this letter.

Safeguards

If you think that the rating is wrong or unfair – in other words it does not reflect the hygiene standards at the time of your inspection – you have 21 days in which you can **appeal** against this. You should appeal in writing to the Lead Officer for Food, Mr Colin Smith, using the address at the head of this letter, but I would recommend that you get in touch with me first so that I can help you to understand how your rating was worked out.

If you have improved hygiene standards since your inspection, or if there were unusual circumstances at the time of the inspection that might have affected your food hygiene rating. You have a '**right to reply**' so that you can explain this to potential customers that look up your rating online.

If you make the improvements to hygiene standards that are highlighted in your inspection report, you can **request a re-visit** with a view to giving you a new and higher food hygiene rating.

More information about these safeguards and the template forms for lodging an appeal, 'right to reply' or requesting a revisit can be found on the FSA's website at: <http://www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf>

Should you wish to discuss this letter or need any further information or advice, please contact me on the above telephone number.

Please note that, subject to the Data Protection Act, details of inspections may be divulged to members of the public under the Freedom of Information Act 2000.

A copy of this letter had been sent via email to info@spice-junction.com.

Yours faithfully



Clare Newlands
Environmental Health Officer - Food Safety

Schedule A – Legal Requirements
Address: Spice Junction, Norham Road, Monkseaton

Confidence in management/control procedures:

- 1 It was disappointing that the Safer Foods Better Business pack was not in use, staff were not aware of its presence and the daily diary had not been completed for a number of years. All staff need to be aware of the Safe Methods (coloured sections) as this is how the food items are to be safely store, prepared and cooked on site. *Regulation (EC) 852/2004 Article 5*
- 2 Staff were not aware of the importance of many food safety controls including the correct temperature of refrigeration equipment and 2 stage cleaning. This shows a lack of understanding and food safety knowledge. The staff need to be trained to a level 2 in food hygiene (previously known as Basic Food Hygiene) *Regulation (EC) 852/2004 Annex II Chapter XII Para 1*

Compliance with food hygiene and safety procedures:

- 3 The temperature of the glass fronted under-counter fridge which had ready to eat foodstuffs namely salad and sauces in was too high and above the legal requirement of 8°C. The temperatures recorded were as follows:

10.2°C	at	7:07 pm
9.7°C	at	7:13 pm
10.4°C	at	7:40 pm

Food items being kept at these temperatures will support the growth of food poisoning bacteria or the formation of their toxins and must not be stored above 8°C. *Food Safety and Hygiene (England) Regulations 2013*

- 4 The temperature of "Toppings" fridge which had ready to eat foodstuffs namely salad was too high and above the legal requirement of 8°C. The temperatures recorded were as follows:

8.9°C	at	7:20 pm
7.6°C	at	7:30 pm

Although the 2nd reading is below the legal requirement it took 10 minutes to go only 0.4°C below this level, which is too long. The toppings fridge needs to have its lid replaced when not in use during service. Food items being kept at these temperatures will support the growth of food poisoning bacteria or the formation of their toxins and must not be stored above 8°C.

Food Safety and Hygiene (England) Regulations 2013

- 4 There did not appear to be a cleaning schedule to assist the staff on the correct 2 stage cleaning method. Surfaces need to be wiped free from debris and washed with hot soapy water, dried and then the antibacterial spray is applied and either allowed to air dry or wiped. You need to be aware of

contact times of any degreaser cleaning agents as well as the antibacterial agents. Cleaning products need to be food grade suitable if to be used on surfaces. *Regulation (EC) 852/2004 Annex II Chapter I Para 1*

- 5 It was noted that some staff were not wearing appropriate clean protective clothing. You must ensure that all persons working in food areas wear suitable, clean and where appropriate protective clothing. At the time stating it was too hot to wear an apron is not a reason.
Regulation (EC) 852/2004 Annex II Chapter VIII Para 1

Compliance with structural requirements:

- 6 The floor in the main kitchen was worn and will need replacing as it cannot be cleaned effectively. *Regulation (EC) 852/2005 Annex II Chapter II Para 1*
- 7 A ceiling panel was missing (located above the glass fronted lucozade fridge) in the main kitchen. Replace the panel so as to allow thorough cleaning and to prevent the ingress of pests.
Regulation (EC) 852/2004 Annex II Chapter I Para 2(c)
Regulation (EC) 852/2004 Annex II Chapter II Para 1(c)
- 8 Many of the hand contact surfaces had accumulations of food debris and general dirt, in particular underneath fridge handles and electrical sockets and plugs. This indicates a lack of deep level cleaning as well as staff not washing their hands between different areas of the kitchen and jobs. Hand contact surfaces are surfaces that are frequently touched including
- Door handles
 - Light switches
 - Electrical sockets & plugs
 - Equipment handles and control knobs
- These items need to be included in your cleaning schedule and cleaned on a regular basis including during service.
Regulation (EC) No 852/2004 Annex II Chapter I Para 1
- 9 Cardboard was being used on the floor and in the fridges on the shelving. Cardboard cannot be cleaned and can harbour bacteria. Remove the cardboard. Provide suitable (and washable) mats if slipping is an issue.
Regulation (EC) 852/2004 Annex II Chapter VI Para 1
- 10 The Scandinova medium chest freezer's lid was worn. Reseal the lid so as to provide a surface that can withstand effective cleaning and disinfection.
- 11 Thoroughly clean and maintain in a clean condition the WC, the extraction fan vent and provide suitable hand soap (antibacterial) and hand drying facilities (paper towels). *Regulation (EC) 852/2004 Annex II Chapter I Para 1 & 6*

Other legal requirements:

- 12 You need to examine your menu and identify the 14 legally notifiable allergens that are present. This information needs to be available upon request and easy to understand. Stating may contain nuts is not sufficient. The question regarding allergen advice needs to be asked when the food is being ordered whether in person at the premises or via the phone or internet. By completing the Food Standards Agency's allergen matrix you will comply with this requirement. *Food Information Regulations 2014*

Schedule B – Recommendations

Due to the number of items in Schedule A and that you will be invited to attend a meeting no recommendations have been added to this report on this occasion.



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www.northtyneside.gov.uk

CONFIRMATION OF ACTION TAKEN

Ref: CN/08/00247/FOOD

Spice Junction, Unit 1 Monkseaton Metro, Norham Rd

Item Number	Action Taken	Date
1		
2		
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5		
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12		

Print Name	
Signature	
Date	

