REPORT OF AN INSPECTION CARRIED OUT UNDER:
FOOD SAFETY ACT 1990 & FOOD SAFETY AND HYGIENE (ENGLAND) REGULATIONS 2013 □
HEALTH & SAFETY AT WORK (etc) ACT 1974 □ OTHER............................. □

PREMISES DETAILS
Premises name: THE GEORGE
Address: 29 Windsor Road, Wickford, SS19 5DE
Person seen and job title: Peter
Type of Food/Business: Gastropub, modern European Food
Approx no. of customers/day: No. of employees: Home/PAP Authority:

REASON FOR VISIT
Primary Inspection □ Complaint □ Revisit/Rescore □ Sampling □ Enforcement □ Accident Investigation □

POINTS INSPECTED
Whole premise □ Part premises □ Product design/menus □ Storage/distribution □
Production process □ Sample taken □ (Details)

(L) PRIORITY ACTIONS/LEGAL REQUIREMENTS & (R) RECOMMENDATIONS
Headings: (H) Hygiene (S) Structure (C) Confidence in Management

FOOD HYGIENE & SAFETY PROCEDURES
In particular
A. Provide a use designated and suitably located hand washing facilities. To this end:
- Provide easy access to the hand wash basin at all times.
- Provide hand soap and towels by the hand wash basin by the entrance to the kitchen.
- An additional hand wash basin should be provided closer to the food handling areas.
- The tap to the left of the double sink in the prep area could be used.
B. Provide readily accessible antibacterial disinfectant in the kitchen at all times.
Do not allow stools to completely run out.
If necessary additional stools must be purchased before starting to handle food.
Since the temperature checking is a requirement, there were no records of temperature checks. There were no records of temperature checks for up to 14 days. There were no records of temperature checks between 14.5 and 15.5.

The temperature checks were not consistent. All sections are still blank for daily temperature checks. There were no records of temperature checks. This is a requirement. The temperature checks are not complete.

CONFIDENCE IN FOOD SAFETY: Management of Food Temperature

Too many temperature checks were not completed.

To prevent illness, a better clean is required on all drains. Keep the drains clean. A regular clean-up session is required.

If necessary, arrange periodic cleaning. Professional cleaning is required. For compliance, this is vital to prevent illness.

If needed, allow staff to use a new stove. If needed, a new stove is required.

Please provide a thorough clean cover. In addition, a thorough clean cover is required. If needed, a new stove is required.

If needed, a new stove is required.

Please provide a thorough clean cover. In addition, a thorough clean cover is required.
(L) PRIORITY ACTIONS/ LEGAL REQUIREMENTS & (R) IMPROVEMENTS NECESSARY/ RECOMMENDATIONS

Heads: (H) Hygiene (S) Structure (C) Confidence in Management  Continued......

Issued needed attention (as per red of report) illustrate that O&M cleaning sheets are
adequate (and possibly not done at all). Some
teed were past. The use of data
to provide evidence of commitment up to
date food safety training for all food

RECORDS & DOCUMENTS EXAMINED

Disease exclusion policy  Cleaning schedules  Training records  Law poster  
Recipe specs  Pest control contract  Temperature records  Safety policy  
Food safety management system  Inspection records  Accident records  Risk assessment(s)  

NO OTHER RECORDS AVAILABLE FOR INSPECTION

DOCUMENTS LEFT AT PREMISES OR TO FOLLOW

Food Hygiene a Guide for Businesses  Health & Safety leaflets (list)  
Safer Food Better Business  E. Coli Guidance  
Food Premises Registration Form  Other  

SUMMARY OF ACTION TAKEN/TO BE TAKEN BY AUTHORITY

Carbon copy report issued  
Revisit  
Within (timescale) 1 month  Improvement/Prohibition Notice  
If all local requirements not
complied within month

FOOD HYGIENE RATING (FHRS)

Compliance with food hygiene and safety procedures 0 5 10 15 20 25  
Compliance with structural requirements 0 5 10 15 20 25  
Confidence in management/control procedures 0 5 10 20 30  
OVERALL FOOD HYGIENE RATING AWARDED This rating will be displayed on the
FHRS website at www.food.gov.uk/ratings within 1 month for the general public to see.
Rating to Follow  Sticker & Certificate to follow (within 1 month)  

Issued by: DIANA CRIE  Designation: EHO or ESO  
Mobile:  Date: 14/11/2015  
Signature:  Received by:  
(Name in BLOCK capitals)

IMPORTANT NOTES FOR THE BUSINESS OWNER / PROPRIETOR / OPERATOR

This report only covers the areas inspected at the time of the inspection. It does not necessarily indicate compliance with all of the provisions of the Acts and Regulations made there under. Any concerns regarding the inspection or food hygiene rating must be raised in the first instance with the inspecting officer above. If you subsequently feel that the rating or any of the points raised are not justified you may wish to submit a written appeal to Tabitha Hosey, Team Leader, Commercial Services on Tel: 01628 683599 or at York House, Sheel Street, Windsor, Berkshire SL4 1DD within 14 days of the date of this inspection. Information on the Food Standards Agency Food Hygiene Rating Scheme (FHRS), including template forms for lodging an appeal, or 'right to reply' and requesting a re-visit are available on the web link: http://www.rbwm.gov.uk/web/eh_food_hygiene_rating_business_info.htm, paper copy is available on request. This inspection report and records of this inspection are subject to provisions of the Freedom of Information Act 2000

The risk rating determined from this inspection will be converted to a rating for premises with in the scope of the FHRS. This rating will be displayed on the FHRS and RBWM website for the general public to see.
Mr __________
Director – Ben’s Pub Company Ltd
C/O The George
29 Windsor Road
Wraysbury
TW19 5DE

3 February 2015

Dear Smith
Food Safety Act 1990
The General Food Regulations 2004
Regulation (EC) No 852/2004
The Food Safety and Hygiene (England) Regulations 2013
Re. The George, Wraysbury

I refer to the unannounced food safety inspection of the above premises which took place on 14 January 2015 in the presence of one of the Chefs, Mr

The matters requiring attention to ensure you meet the legal requirements and improve your food hygiene rating before your next routine hygiene inspection were explained to you at the end of the visit and confirmed as follows:

Hand Written Inspection Report

The discussions and hand written inspection report issued and the at the end of the inspection outlined the findings and highlight the priority actions and improvements that are needed to ensure that you are complying with the Food Safety and Hygiene (England) Regulations and associated legislation. These fall under the three areas:

• Compliance with food hygiene and safety procedures
• Compliance with structural requirements
• Confidence in management/control procedures.

Typed schedule

I enclose a typed schedule which explains the findings of the inspection in more detail, to ensure that you fully understand the actions required. Alternative measures may be used, provided compliance with all legal requirements can be effectively demonstrated at all times.

If you are unclear about anything in the schedule, please do not hesitate to contact me.

Revisit

I intend to undertake a re-visit of the premises within 1 month from the date of my visit (i.e. after 14 February), when it is expected that all the necessary remedial actions have been taken. Additionally, I

Cathryn James, Strategic Director of Operations
Royal Borough of Windsor & Maidenhead, Town Hall, St. Ives Road, Maidenhead, Berkshire, SL6 1RF
T: 01628 663800  E: customer.service@rbwm.gov.uk  www.rbwm.gov.uk
Printed on 100% recycled paper
intend to take some formal environmental swabs which will be submitted for microbiological examination in our designated approved laboratory.

Failure to fully address all legal requirements by 14 February and/or should the formal environmental swabs indicate that cleaning and disinfection of hand contact surfaces and hands is not satisfactory, I shall have no option but to take formal action.

I should point out however that this local authority is not precluded from taking action against you should a food poisoning outbreak and/or accident occur and/or a public complaints be received in the interim period.

**Food Hygiene Rating Notification, Sticker and Certificate**

As you are probably aware The Royal Borough operates the National Food Hygiene Rating Scheme. The purpose of this scheme is to help 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.

Under the Freedom of Information Act 2006 information on food safety can be released to anyone requesting it for any premises. The Food Hygiene Rating Scheme seeks to pre-empt such requests by making the information readily available in a user friendly format i.e. food hygiene rating stickers and by website.

Your food hygiene rating is 1, as advised at the end of my inspection. This is based on matters needing attention on 14 January and the track record of compliance. The sticker and a certificate showing your rating will be posted shortly, together with more information on the scheme, including how the rating is calculated and your rights. Your new rating will also be published online at: www.food.gov.uk/ratings.

Please note that if any legal requirements in the attached schedule are not fully addressed and/or all the improvements are not sustained by the next inspection, a maximum rating of 1 can only be awarded at the next inspection and legal action will be taken.

Where may I get further information?

Further information about the scheme generally is available on the FSA’s website at: www.food.gov.uk/ratings

You can also watch a short video about the scheme at: www.food.gov.uk/aboutus/aboutsite/fsainteractive

If you would like more information or advice or if you have a query about the scheme please contact our customer service centre on 01628 683820 or e-mail customer.services@rbwm.gov.uk

If you feel any points raised in this letter are not justified, please contact Tabitha Hosey, Team Leader – Commercial Services, 01628 683820 within the next two weeks.

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.

Yours sincerely

__________________________

Diana Grace  
Environmental Health Officer (Food & Safety)

Enc.

Cathryn James, Strategic Director of Operations  
Royal Borough of Windsor & Maidenhead. Town Hall, St. Ives Road, Maidenhead, Berkshire, SL6 1RF  
T: 01628 683800  E: customer.service@rbwm.gov.uk  www.rbwm.gov.uk

Printed on 100% recycled paper
REPORT OF INSPECTION OF THE GEORGE  
(13/00036/COM - 15/00203/FOOD) 
INSPECTION DATE: 14 January 2015

SCHEDULE 1 – LEGAL REQUIREMENTS

The following issues required attention and these will be explained in turn:

Food Hygiene & Safety Procedures
1. Prevent Contamination of Foods
   1.1 Provide Adequate Hand Washing Facilities at all times
   1.2 Wash Hands Thoroughly and Hygienically on a Regular Basis
   1.3 Clean and Disinfect All Food/Hand Contact Surfaces and Equipment Correctly
      A. Use a 2 Stage Cleaning & Disinfection Procedure
      B. Use Paper Towels to Wipe off the Disinfectant
   1.4 Keep All Hand and Food Contact Surfaces Clean
   1.5 Designate the Vacuum Packing Machine(s) for Only Either Raw or Cooked/
      Ready to Eat Foods (not for Both)

Structure
2. Control Pests Adequately
   2.1 Manage the Refuse Store Correctly
   2.2 Prevent Pests from Entering the Food Premises
   2.3 Follow Cannon’s Pest Control Advice/Recommendations

3. Keep all Areas of the Premises and Equipment Clean
   Confidence in Management & Control Procedures

4. Document a Food Safety Management System

5. Provide Evidence of Full & Correct Daily Implementation of your Documented Food
   Safety Management System

6. Provide Evidence of Commensurate Food Hygiene Training to All Food Handlers

FOOD HYGIENE & SAFETY PROCEDURES

1.0 Prevent Contamination of Ready to Eat Foods

   Regulation (EC) No 852/2004 Annex II Chapter IX Para. 3

It must be ensured that at all stages of food production, processing, and distribution, all
foods are protected against any contamination likely to render the food unfit for human
consumption, injurious to health or contaminated in a way that it would be unreasonable to
expect it to be consumed in that state. Production and processing includes
handling/preparation, storage, cooking/heating, display, service, etc.

During my visit, the following matters required addressing within 14 days in order to
prevent contamination of ready to eat foods.

1.1 Provide Adequate Hand Washing Facilities at all Times

   Regulation (EC) No 852/2004 Annex II Chapter I Para. 4

All wash hand basins used by food handlers (including in the staff toilets) must be provided
at all times with adequate supplies of hot and cold, or appropriately mixed, running water,
soap (preferably BS compliant liquid, antibacterial soap) and hygienic means of drying
hands (preferably paper towels). They must also be connected to the drainage system.
Additionally all hand wash basins must be suitably located, readily accessible and be designated for hand washing only. To this end, they must be close enough and easily accessible to all food handling areas so that food handlers are not discouraged from using them when required, particularly during very busy periods. They must also be kept clean and all staff should understand that it is for hand washing only, in order to prevent (direct and indirect) contamination of foods.

In order to comply with the above legal requirement and thereby prevent contamination of foods, the following hand washing facilities must be available at all times by all hand wash basins used by food handlers (including in the staff WC):

A. Provide hand soap and hygienic means of drying hands
B. Provide a liquid antibacterial hand soap which complies with BS EN: 1499/1997
C. Provide paper towels or clean re-usable towels.
D. Provide quick and easy access to all hand wash basins
E. Do not use the hand wash basins for other purposes e.g. storage
F. Provide an additional accessible hand wash basing closer to the food preparation areas.

Your daily opening & closing checks (if carried out correctly) should identify and address above issues (see point 5).

1.2 Wash Hands Thoroughly and Hygienically on a Regular Basis

*Regulation (EC) No 852/2004 Annex II Chapter VIII Para. 1*

During my visit, when food preparation was taking place and the business was open to customers, the hand wash basin by the entrance to the kitchen was being used to store a bucket full of water and there was no hand soap or towels close by. This illustrated that food handlers were either not washing hands or using the sink.

Regular thorough hand washing in a basin designated only for hand washing is vital in order to avoid contamination of foods. This applies whenever food is being handled in connection with the food business even if there are no customers present in the premises.

Hands must be washed thoroughly on a regular basis and specifically:
- Prior to starting work
- After handling raw food (including raw meat, fish and soiled unwashed vegetables, etc.)
- After using the toilet (in the basin close to the WC);
- After handling rubbish;
- After smoking;
- After taking a break, on return to work

To wash hands correctly, the following are essential:
- hot water
- soap (preferably liquid antibacterial soap which complies with BS EN: 1499/1997)
- clean towels (preferably paper towels)
- a recognised technique such as the method in the guidance produced by Public Health England – see http://www.hpa.org.uk/webc/HPAwebFile/HPAweb_C/1194947384669
- turn off the tap(s) using a paper towel.
1.3 Clean and Disinfect All Hand/Food Contact Surfaces and Equipment Correctly

Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a)

All hand and food contact surfaces and equipment must be thoroughly washed, disinfected and dried regularly and between tasks. This is essential to get rid of harmful bacteria and stop them spreading to food. However, chemical disinfectants only work if surfaces have been thoroughly cleaned first to remove grease and other dirt.

The above applies to all hand and food contact/work surfaces, including chopping boards, sinks, utensils taps, fridge/door handles, crockery, cutlery and any other food contact surfaces/equipment that can't/are not washed in an automatic commercial dishwasher.

In order to clean and disinfect hand and food contact/work surfaces correctly, the following are required:

A. Use a 2 Stage Cleaning & Disinfection Procedure
   For effective cleaning and disinfection, a two-stage process should be used as follows:
   
   (i) Use hot water and a food surface cleaning product to remove visible dirt, food particles/grease and debris, and rinse to remove any residue.

   (ii) Apply food surface disinfectant which complies with comply with BS EN 13697/2001 or BS EN 1276/1997 and use the correct dilution and contact time, according to the manufacturer's instructions, and rinse with drinking water.

       Or

       Use hot water at 82°C or above (boiling water will comply with this). However if this method is used, safe procedures must be used to prevent burns. The surfaces must either be allowed to air dry completely or dried thoroughly with paper towels.

       Or

       Use a dishwasher capable of keeping the water reservoir above 80°C for at least 15 seconds.

B. Use Paper Towels to Wipe off the Disinfectant
   Single-use disposable paper towels should be used whenever possible and thrown away after each task. This will make sure that any bacteria picked up by the cloth (from raw meat/poultry, eggs or soiled vegetables – and surfaces that have touched these foods) will not be spread.

   Alternatively, If you wish to continue using re-usable cloths, they must be changed between tasks (not just when they look dirty) and washed on a hot cycle, at 82°C or above and fully dried. If you notice dirty cloths in the kitchen, remove them for cleaning immediately or throw them away. This applies not only to cloths used to clean work surfaces, food containers, etc but also those used underneath chopping boards.

   A new or freshly cleaned (and fully dried) cloth must always be used to wipe work surfaces, equipment or utensils that will be used for ready-to-eat food. This is because the food will not be cooked further, so any bacteria on the food will not be killed.

1.4 Keep All Hand and Food Contact Surfaces Clean

Failure to keep hand and food contact surfaces clean will cause re-contamination of clean hands and food. This in turn will eventually result in contamination of ready to eat foods.
The following hand contact surfaces required particular attention to cleaning.
- Taps on the hand wash basin/sinks
- Handles on fridges and freezers
- Food storage containers

1.5 Designate the Vacuum Packing Machine(s) for Only Either Raw or Cooked/Ready to Eat Foods (not for Both)
   Regulation (EC) No 852/2004 Annex II Chapter X Para. 3, Chapter IX Para. 3

It is understood that you are considering to purchase a vacuum packing machine. Such complex equipment can only be adequately cleaned and disinfected by fully dismantling the machine and this should only be done by a competent specialist engineer.

Vacuum packing machines must therefore always be designated and used for either only raw/contaminated foods or cooked/ready to eat foods (not for both). If purchasing two separate machines, one for each category of foods is not financially viable, you must choose which type of foods to use the machine for and follow this at all times.

STRUCTURE

2.0 Control Pests Adequately
   Regulation (EC) No 852/2004 Annex II Chapter I para 2 (c) & Chapter IX Para 4

Food businesses must take all reasonable precautions to prevent food pests, namely rats, mice, cockroaches and flying insects gaining entry into all food storage and preparation areas. Additionally, there must be adequate procedures to control pests. This is to prevent the contamination of foodstuffs by pests.

The following required attention in order to comply with the above legal requirement, particularly in view of the external pest activity found by Cannon on 2/12/14.

2.1 Manage the Refuse Store Correctly
   Regulation (EC) No 852/2004 Annex II Chapter VI para3

Refuse stores must be managed in such a way as to prevent harbourage of pests. External refuse storage bins must therefore not be allowed to overflow and the lids must be kept down/closed. If necessary, arrangements must be made for more regular refuse collection and/or more bins. This is

2.2 Prevent Pests from Entering the Food Premises
   Regulation (EC) No 852/2004 Annex II Chapter I para 2 (c)

Any gaps and holes to external doors, windows, pipes, drains, roofs/ceiling, walls, etc. must be filled or covered with a solid, durable material in order to minimise pest entry points into all food preparation and storage areas. The following areas required pest proofing:

A. The back door and kitchen windows.
   An insect and rodent proof screen which can easily be removed for cleaning must be fitted within 1 month. Alternatively (and/or in the mean time) the back door and windows
must be kept closed at all times and the necessary ventilation achieved by mechanical means.

B. All drains in the back yard and the cellar.

2.3 Follow Cannon's Pest Control Advice/Recommendations
Regulation (EC) No 852/2004 Annex II Chapter IX Para 4

I was very pleased that a reputable pest control company is being used to carry out regular professional proactive pest monitoring and control inspections and where necessary carry out treatments to control and eradicate pest infestations. However failure to fully/correctly follow their advice will lead to ineffective pest control.

3.0 Keep All Areas of the Premises and Equipment Clean
Regulation (EC) No 852/2004 Annex II Chapter I Para 1

All areas where food is prepared and stored must be kept clean. This is so that pests are not attracted into your premises and the risk of food being contaminated by dirt is minimised. Keeping the premises clean also helps in spotting signs of pest activity at an early stage thereby making it easy to control and eradicate any infestation quickly.

The following areas needed particular attention to cleaning within 14 days. Please also refer to points 1.3 & 1.4 above

A. Hand contact surfaces.

B. Inner surfaces of equipment used to store tools which come in direct contact with food (e.g. knives, hot plates, etc).

C. Inner and outer surfaces of food storage containers.

D. The inner and outer surfaces of the fridges.

E. The floor in the kitchen, including beneath and behind equipment, including floor/wall junctions.

F. The extraction system's hood and ductwork, which had excessive build up of dirt and grease, posing a significantly increased risk of fire. The cleaning frequency should therefore be increased and/or ventilation improved.

G. All cleaning materials and equipment such as sponges, mops, cloths, etc. The items need to be kept clean so that any cleaning/disinfection done with them can be effective.

In view of the inadequacies in cleaning observed during my visit, I recommend a thorough commercial deep-clean of the entire kitchen in order to address the above matter.

Thereafter I strongly recommend that you draw up a cleaning schedule and train your staff and carry out spot checks to verify that they are following it correctly. An example cleaning schedule form that you might want to use or adapt for your business is contained in the Safer Food Better Business (SFBB) for Caterers.
A cleaning schedule can be a very helpful way of managing this important work at your premises. This will help you ensure that all aspects of your operation are covered by:
- allocating specific tasks to your staff;
- specifying what cleaning materials should be used and the method (see also 1.3);
- specifying how often items/areas should be cleaned;
- specifying any safety precautions for staff.

CONFIDENCE IN MANAGEMENT & CONTROL PROCEDURES

4.0 Document a Food Safety Management System

\textit{Regulation (EC) 852/2004 Article 5 paras. 1 & 2 (g).}

From 1 January 2006, food businesses are required to document the procedures for making sure that food sold to customers is safe. This is known as a Food Safety Management (FSM) Procedure.

In summary, you must examine all food operations carried out within your business, including purchase/transport, storage, handling, preparation, cooking and service, and ensure that at each stage, the food is being treated in a safe and hygienic way. You must then identify where food safety problems may arise, and ensure that you and your staff have the necessary procedures in place at any critical points, to control these food safety problems.

"Safer Food Better Business (SFBB) for Caterers" produced by the Food Standards Agency (FSA) can be used to comply with the above legislation. The pack will guide you through how to comply and provide the necessary documentation.

During my visit, a SFBB for Caterers pack was produced. However the 5 Safe Method Sections were still blank. I am also very concerned that the practices seen during my inspection, together with the lack of staff awareness of food safety systems, indicate a lack of management controls over food operations in your business and no progress with this legal duty.

Overall responsibility for this matter is down to the Food Business Operator. Failure to fully address this matter within 3 months will result in formal action.

A copy of the "Safer Food Better Business for Caterers" pack and/or a guidance DVD (available in 16 different languages) can be viewed, downloaded and printed FREE of charge from: \url{http://www.food.gov.uk/business-industry/caterers/sfbb/sfbbcaterers}

Once completed, your documented system and all associated implementation monitoring records must be kept on site at all times, readily available for inspection. They must never be taken home.
5.0 Provide Evidence of Full & Correct Daily Implementation of your Food Safety Management System (FSMS)  
      Regulation (EC) 852/2004 Article 5 paras. 1, 2, 2(d), 2(g). & 4

From 1 January 2006, food businesses are also required to produce evidence of full daily implementation of the documented procedures for making sure that food sold to customers is safe.

During my visit, I was shown records of Opening & Closing + temperature checks. However records were very sporadic. Additionally practices and records seen during my inspection, indicate that staff were not fully and/or correctly implementing the system daily by carrying out all the identified controls at critical points. This in turn indicates a lack of management controls over food operations in your business and no real progress with this legal duty.

This matter must therefore receive the necessary attention as a matter of priority, and controls must be correctly put in place daily to ensure there is no risk to public safety. Overall responsibility for this matter is down to the Food Business Operator.

In order to provide some evidence that your business is fully and correctly implementing the system on a daily basis, you are required to:

5.1 Demonstrate Full & Correct Daily Implementation of your SFBB

The following matters require particular attention:

A. Carry out and record Daily Opening and Closing checks as well as 4 Weekly Reviews of your documented system. The Dairy Section of the Safer Food Better Business (SFBB) for Caterers produced by the Food Standards Agency details the minimum checks you are expected to do during these tasks.

   These checks must not be stopped in the absence of the Head Chef and/or Manager.

B. Record any problems and corrective action(s) taken when problems are encountered during the Daily Opening and Closing checks and 4 Weekly Reviews. The Dairy Section of the SFBB for Caterers can also be used for this purpose.

   Examples of information expected to be recorded include: “Fridge X not working. Engineer called and all stock moved to fridge Y which is working correctly”. Needless to say such information can only be recorded if and when the action has actually been completed.

C. Implement an effective stock control system to ensure that all foods sold at the premises, are fit for human consumption. High risk ready to eat foods in particular, must be sold within 3 days of opening (unless the labelling instructions indicate otherwise), preparation or cooking. Unopened foods must be thrown away on expiry of their use by date. During my visit, some expired foods were seen in the fridge.

D. Use a probe thermometer to carry out all temperature checks to ensure that foods are stored at the correct temperature & thoroughly cooked. Probe thermometers can be used to reliably check both hot and cold temperatures and can measure core food temperatures accurately.
E. Check the probe thermometer(s) regularly for accuracy. As a helpful reference in doing your own checks; pure water and ice mixture should measure between –1°C to +1°C, and pure boiling water should measure between 99°C and 101°C (not 30°C). If your thermometer appears not to be working correctly it should be replaced or sent for service. For further advice refer to the manufacturer’s instructions.

F. Take care that the probe thermometer(s) does not contaminate or taint the food being probed. Make sure probes are kept clean and thoroughly disinfected before use with ready to eat food; otherwise probed food must be discarded. Where antibacterial wipes are used, these must be suitable for use with food and sealed properly between use so as not to dry them and make them ineffective.

G. Record all monitoring checks immediately after they are carried out, not retrospectively. Records can only be entered if and when all the checks have been fully carried out.

Standards and practices observed during inspection indicated that these checks were not being done correctly/fully.

H. Keep your documented system and all associated implementation monitoring records on site at all times, readily available for inspection. They must never be taken home.

I. Arrange for regular professional servicing of all your equipment to ensure it is in correct working order.

J. Review your cleaning procedure and frequency. The standard of cleaning in the kitchen illustrated the need for more regular cleaning and a documented cleaning schedule. The SFBB for Caterers had a pro-forma cleaning schedule to help you.

K. Introduce regular spot management checks to verify that all staff are correctly carrying out all the tasks assigned to them (including cleaning) and/or at the specified frequency.

L. Please refer to all other points in the rest of this schedule.

5.2 Train and Supervise Staff on the FSM System

Regulation (EC) 852/2004 Article 5 para 2 (d) & (e)

You must also ensure that ALL staff are fully aware and properly trained on the controls they need to carry out. Staff must also be supervised and checked as necessary, so you are sure that all controls that are critical to food safety are being properly implemented and maintained even in your absence.

Whichever method you use to provide evidence of temperature checks that ensure the food you produce is safe, it is very important that the person taking the temperature knows what the right temperature should be. It is also very important that they know what to do if there is a problem; a note of any ‘corrective actions’ should be recorded.

Verification and management checks should also be introduced and implemented.
5.3 Further Guidance

Further guidance, a copy of the “Safer Food Better Business for Caters” pack can be viewed and downloaded free of charge and printed, from:
http://www.food.gov.uk/business-industry/caterers/sfbb/sfbbcaterers

A guidance DVD is also available (in 16 different languages). It can be viewed or downloaded free of charge on line at http://www.sfbbtraining.co.uk/

The Diary Refill can be downloaded free of charge and printed, from:

Should you require further assistance, you are strongly advised to seek the assistance of a food safety consultant.

6.0 Provide Evidence of Commensurate Food Hygiene Training to All Food Handlers

Regulation (EC) No 852/2004 Annex II Chapter XII para 1

All staff who handle food should be trained in the essentials of food hygiene BEFORE starting work. Training to a level equivalent to the Chartered Institute of Environmental Health (CIEH) Level 1 Award in Food Safety Awareness in Catering will comply with this requirement.

Thereafter all food handlers engaged in your food business must be supervised and instructed and/or trained in food hygiene matters to a level appropriate to their work activity, within 3 months. In order to comply with this requirement, staff who prepare and/or handle open high risk ready to eat foods should also receive training to a level equivalent to at least the Chartered Institute of Environmental Health (CIEH) Level 2 Award in Food Safety in Catering.

Additionally, Training needs of your staff should also be reviewed on a regular basis. Refresher or update training should be provided where necessary. It is suggested that refresher courses are attended every 3 years.

During my visit, there were no up to date commensurate training certificates available for inspection for anyone involved in the food business. Importantly, practices seen during my inspection, as detailed in the rest of this schedule, indicate that the current training and/or supervision is inadequate.

All staff who handle open high risk ready to eat foods must therefore receive training to a level equivalent to at least the Chartered Institute of Environmental Health (CIEH) Level 2 Award in Food Safety in Catering. The Food Business Operator should also receive training to be able to supervise staff and manage the food business effectively. This issue has been raised at previous inspections and therefore requires urgent priority attention, within 3 months.

All staff must also be properly trained and are aware of the controls they need to carry out. Supervision is also necessary, so you are sure that all controls that are critical to food safety are being properly implemented and maintained.

Alternative systems may be used, provided compliance with all legal requirements can be effectively demonstrated at all times.
Food Hygiene Training Centres
The Chartered Institute of Environmental Health (CIEH) will be able to provide you with details of training centres who run accredited Food Hygiene Courses. They can also provide details of trainers who run courses in languages other than English. Their telephone number is 020-7827 5800. Details can also be found on their website: http://www.cieh-coursefinder.com/Search/Organisation.aspx

Other accredited courses are run by:
The Royal Institute of Public Health and Hygiene (Tel No. 020-7580 2731)
The Royal Society of Health (Tel No. 020-7630 0121)
The Society of Food Hygiene Technology (Tel 01590-671 979)

On-line training courses can meet the legal requirements, provided they are the correct level. You must also be able to demonstrate during the inspection that all food handlers gained sufficient food safety awareness and is put into practice. Attending a training course in person is more beneficial as you have an opportunity to discuss/clarify any issues specifically relevant to your business and the way you operate, especially if English is not the first language and the food handlers don’t have an advanced command of English. For on-line training, please see: http://www.cieh-elearning.com/courses/level-2-food-safety.html

In-house training can also meet the requirements, provided the trainer has received training to a level equivalent to the Chartered Institute of Environmental Health (CIEH) Level 4 Award in Managing Food Safety in Catering.

Further Guidance
Further guidance on training can be found at: http://www.food.gov.uk/multimedia/pdfs/startingup0208.pdf