XXXX & XXXX
Delicious
1-2 Victoria Parade
Week Street
Maidstone
Kent
ME14 1RG

Please ask for: Mrs Karen Rowe
E-mail: karen.rowe@midkent.gov.uk
Phone: 01622 602775
Our ref: 18/57594/FOOD
Date: 25 January 2019

Health and Safety at Work etc. Act 1974 and associated legislation
Food Safety Act 1990 as amended
The Food Safety and Hygiene (England) Regulations 2013
Regulation (EC) No. 852/2004

Premises: Delicious 1-2 Victoria Parade Week Street Maidstone Kent ME14 1RG

Dear Mr XXXX and Ms XXXX

I refer to my visit to the above premises on 25.1.2019 and I would like to thank you and your staff for their assistance. The purpose of my visit was to undertake a food hygiene inspection of your business.

The attached schedule(s) details the works required to comply with the above legislation. They may also include some good practice recommendations (not legal requirements) to which I would advise you to have regard.

You will see that I have indicated time scales to help you prioritise these works. A revisit will be carried out in approximately three months to determine compliance with the legal requirements raised.

Please note formal action, such as the service of a notice and/or prosecution, may follow if these legal requirements have not been adequately attended to by my revisit.

At the time of the inspection I was advised by XXXX and shown a copy of your lease agreement that this business will no longer be operating after 31.5.2019 as your landlord has given you this date to close your tenancy agreement. If you cannot meet the indicated timescales detailed in this warning letter you must write to inform me on what date you will be closing this business so we can consider if it is in the public interest to take further formal actions.

National Food Hygiene Rating Scheme

Tunbridge Wells Borough Council are participating in the National Food Hygiene Rating Scheme to show how well food businesses are complying with food law.

We are making your food hygiene rating publicly available so that customers are informed about the food safety standards of your business.

Your business has achieved a rating of ***0*** **out of a possible 5 –Urgent Improvement Necessary.**

The associated documentation has been sent with this letter. You are encouraged to display your sticker in a prominent position.

If you think that the rating is wrong or unfair – in other words it does not, in your opinion, reflect the hygiene standards at the time of your inspection – you have 29 days in which you can appeal against this. You should appeal in writing to the Lead Officer for Food at EHAdmin@MidKent.gov.uk but I would recommend that you get in touch with me first so 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 you can explain this to potential customers that look up your rating. Please email EHAdmin@MidKent.gov.uk for further information.

You have the right to **request re-scoring re-inspections** after you have carried out the necessary work. This request must be made in writing, following receipt of this request and payment of the relevant fee the re-inspection would normally be carried out within 3 months of this application. **The fee is currently £160.00**. For further information on this and how to make payment please contact ehadmin@midkent.gov.uk.

Where can I get further information?
More information about the ratings and the scheme generally can be found on the Food Standard Agency's website at: www.food.gov.uk/

If you disagree with any of the matters raised, please contact the Food & Safety Team Leader on 01622 602783.

If you have any questions or require further advice, please contact me on 01622 602775.

Yours sincerely

Mrs Karen Rowe
Food & Safety Officer

SCHEDULE A -FOOD SAFETY SCHEDULE
The Food Safety and Hygiene (England) Regulations 2013
Regulation (EC) No. 852/2004

Premises: **Delicious 1-2 Victoria Parade Week Street Maidstone Kent ME14 1RG**

Date of Visit: 25.1.2019

My inspection involved a sample survey of the premises, available documentation, and procedures observed on that day and the food safety/health & safety controls described or shown to me. The inspection assessed how you comply with the relevant legislation.

Schedule A – Food Safety
The Food Safety and Hygiene (England) Regulations 2013
Regulation (EC) No. 852/2004

	Actions Necessary – Legal Requirements	***Time Period for Compliance***
A	**FOOD HYGIENE AND SAFETY**	**Score Awarded 20**
	1. Wash Hand Basin in the Toilet Not Being Used At the time of the visit I noted that the wash hand basin in the toilet was full of rubbish and clutter so it could not be used by staff after using the toilet. Staff informed me that they use the washing up sink in the kitchen to wash their hands after using the toilet. I requested that the rubbish and clutter in the wash hand basin in the toilet was removed immediately and that the wash basin was cleaned. The wash hand basin in the toilet must be cleaned, disinfected and maintained. Staff must not use the kitchen sink to wash their hands after using the toilet. **Regulation (EC) No 852/2004 Annex II Chapter VIII Para 1** **Schedule B shows photographs 1 and 2 wash hand basin in toilet.**	**Immediate**

	2. <u>No Soap For washing Hands</u> At the time of the inspection I noted that there was no soap for staff to wash their hands with. At my request soap was purchased by one of your staff so they could wash their hands. Soap must always be provided for washing hands. **Regulation (EC) No 852/2004 Annex II Chapter I Para 4** **3. <u>Food Packaging Stored Next to Toilet</u>** At the time of the inspection I noted that food packaging was being stored next to the toilet. At my request the food packaging was removed from the toilet and the outer packaging thrown away. At all stages of production and processing food is to be protected against contamination likely to render the food unfit for human consumption. Food packaging cannot be stored in a toilet. **Regulation (EC) No 852/2004 Annex II Chapter IX Para 3** **Schedule B shows photograph 3 food packaging stored next to toilet.**	**Immediate** **Immediate**
B	**STRUCTURE INCLUDING CLEANING**	**Score Awarded 20**
	1. <u>Toilet Opening Directly into Kitchen</u> At the time of the inspection I noted that the toilet opens directly into the kitchen. This was identified as a contravention at the time of your last	

	inspection on 28.8.2017. Toilets cannot open directly onto food rooms. You must fit another door to create a small lobby area and this must be ventilated. **2. <u>No Separate Wash Hand Basin in the Kitchen</u>** I noted that there is no separate wash hand basin in the kitchen for staff to wash their hands. You must provide a separate wash hand basin for hand washing only that has hot and cold water and materials for cleaning hands and for hygienic drying. 3. **<u>Dirty Wall Areas in Kitchen</u>** At the time of the inspection I noted dirty and greasy wall areas behind the cooking grill. You must clean, disinfect and maintain these areas. **Regulation (EC) No 852/2004 Annex II Chapter I Para I** **Schedule B shows photographs 4 & 5 dirty wall areas in the kitchen.** 4. **<u>Dirty and Greasy Extractor Vent in Kitchen</u>** At the time of the inspection I noted that the extractor vent in the kitchen wall was dirty and greasy. You must clean, disinfect and maintain the extractor vent. **Regulation (EC) No 852/2004 Annex II Chapter I Para I** **Schedule B shows photograph 6 dirty and greasy extractor vent in the kitchen.**	**3 months** **3 months** **Immediate** **Immediate**

C	CONFIDENCE IN MANAGEMENT	Score Awarded 20
	1. No Written Food Safety Documentation I noted that you do not have any written food safety document that details how you keep the food you prepare and serve safe to eat. This contravention was highlighted at your last inspection on 21.8.2017. Food businesses must have a written food hygiene management document that details how they keep the food they prepare and serve safe to eat. The Foods Standards Agency (FSA) have produced a free catering pack for businesses such as yours to use. You must download and print the pack and complete all the 'safe methods' and management sections and use the diary every day you are open. You should train your staff in the 'safe methods' by getting them to read these and sign that they understand them. This is the link https://www.food.gov.uk/business-industry/sfbb **Regulation (EC) No 852/2004 Article 5** **2. Allergen Regulations** Food businesses that prepare and sell loose food must be able to give customers information of the '14 known allergens'. You must provide a clear sign for your customers that you have the information so they can ask for this if they require it. You must be able to give them this information and your staff must be trained how to give the information and avoid cross contamination of allergens. I enclosed a Food Standards Agency Booklet and menu sheet that you can use as a template with this letter. Further information is available at	one month **one month**

https://www.food.gov.uk/business-industry/allergy-guide/allergen-resources

Food Information Regulations 2014

RECOMMENDATIONS

1. Temperature Controls and Monitoring

It is good practice to monitor and record all refrigerator and freezer temperatures on a daily basis. They can be written down in the diary section of the SFBB or you may prefer to use a separate sheet.

Chilled temperatures should not exceed 8ºc (legal limit), ideally keep them at 3ºc to 5ºc and freezer temperatures should be around -18ºc.

2. Fit Paper Towel Dispenser

I recommend that you fit a paper towel dispenser by your wash hand basin that you will be fitting in the kitchen so paper towels are always available and near to the wash hand basin.

3. Food Hygiene Training

I strongly recommend that XXXX and XXXX refresh their food hygiene certificates. Local course leaflet sent with this letter (online courses are available).

4. Clutter in the Toilet

I noted that the toilet is full of clutter with disused equipment, rubbish and extraneous items which would make cleaning and managing pest control more difficult.

Arrange for the toilet to be decluttered and any unused items thrown away.

Schedule B shows photograph 7 clutter in the toilet.

The above legal requirements must be attended to by the time of the revisit. Formal enforcement action may be taken if they are not. This may include the service of formal notices and/or prosecution. If you have a genuine reason why you cannot meet the timescales specified please contact me as soon as possible.

Compliance with Food Hygiene and Safety Procedures	Intervention Rating Score	Description
Hygienic Food Handling Hygiene handling of food including preparation, cooking, re-heating, cooling and storage	0	Very good
	5	Good
	10	Generally Satisfactory
	15	Improvement Necessary
	20	Major Improvement Necessary
	25	Urgent Improvement Necessary

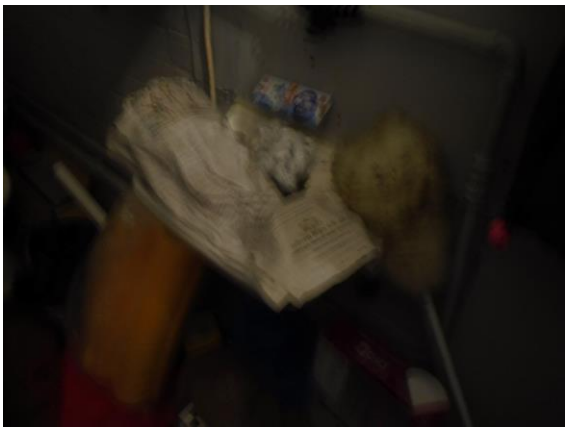
Compliance with structural requirements	Intervention Rating Score	Description
Cleanliness and condition of facilities and building Cleanliness and condition of facilities and building (including having appropriate layout, ventilation, hand washing facilities and pest control) to enable good food hygiene	0	Very good
	5	Good
	10	Generally Satisfactory
	15	Improvement Necessary
	20	Major Improvement Necessary
	25	Urgent Improvement Necessary

Confidence in Management/control procedures	Intervention Rating Score	Description
Management of Food Safety System or checks in place to ensure that food sold or served is safe to eat, evidence that staff know about food safety, and the food safety officer has confidence that standards will be maintained in the future.	0	Very good
	5	Good
	10	Generally Satisfactory
	20	Major Improvement Necessary
	30	Urgent Improvement Necessary

SCHEDULE B -FOOD SAFETY SCHEDULE
The Food Safety and Hygiene (England) Regulations 2013
Regulation (EC) No. 852/2004

Premises: **Delicious 1-2 Victoria Parade Week Street Maidstone Kent ME14 1RG**

Date of Visit: Photographs taken at the time of the visit on 25.1.2019 between 09.45 to 11.50.



1. Shows the wash hand basin in the toilet full of rubbish and clutter.



2. Shows the wash hand basin in the toilet with rubbish and clutter removed before cleaning.



3 Shows food packaging stored next to the toilet.

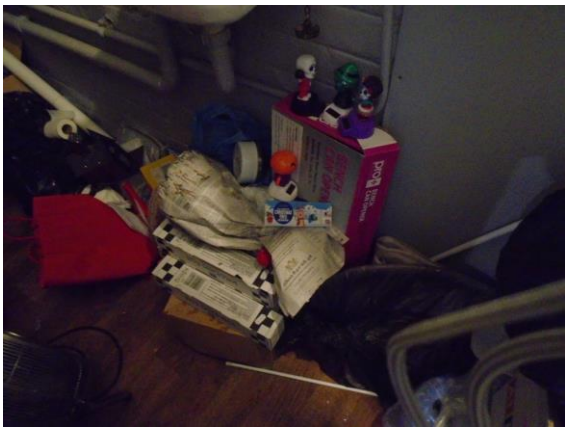




4 & 5 Shows dirty wall areas in the kitchen.



6 Shows the dirty and greasy extractor vent in the kitchen.



7 Shows area of clutter in the toilet.