



North Tyneside Council

Working in partnership with  
**CAPITA**

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

Holystone  
Whitley Road  
Holystone  
Newcastle upon Tyne  
NE27 0DA

**FAO:**

Our Ref: CN/15/00114/FOOD

Your Ref:  
Date: 1<sup>st</sup> June 2017

This matter is being dealt with by:  
Mrs Clare Newlands  
**Direct Line: (0191) 643 6649**  
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**Fax: (0191) 643 2426**  
e-mail:  
clare.newlands@northtyneside.gov.uk  
Website: www.northtyneside.gov.uk

Dear

**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: Holystone**  
**AT: Whitley Road, Holystone**

I refer to my visit to the above premises on 28 April 2017. I apologise for the delay in correspondence.

Matters arising from my inspection were discussed with \_\_\_\_\_ at the time of visit. The attached schedules detail works that require your attention.

**This department is seriously concerned that many deficiencies identified as contraventions of food safety legislation on previous visits to your premises were repeated again on this latest inspection.** As a consequence, I will be writing to you to invite you 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.

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.

**Following my inspection I have rated the premises as a B. My next routine inspection of your premises will happen in approximately 12 months.** However I intend to revisit the premises to verify that matters detailed in Schedule A have been completed. This will be unannounced and when the premises are open to the public.

The food hygiene rating for your business that will be published on the FSA National Food Hygiene Rating website ([food.gov.uk/ratings](http://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<br>(Food Law Code of Practice) |
|--|---|
| Compliance with food hygiene and safety procedures | 15  |
| Compliance with structural requirements            | 15  |
| Confidence in management/control procedures        | 20  |
| <b>Total</b>                                       | <b>50</b>   |
| <b>FOOD HYGIENE RATING</b>                         | <b>1</b>  |

| 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](http://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.

Yours sincerely



Clare Newlands  
Environmental Health Officer - Food Safety

**Schedule A – Legal Requirements**  
**Address: Holystone, Whitley Road, Holystone**

**Confidence in management/control procedures:**

- 1 At the time of the inspection there was no documented Food Safety Management System (FSMS) available. The staff were not aware of any paperwork or checks that needed to be recorded. To comply with the legislation you need to identify and document the hazards and controls associated with the foods produced at your business.

From this department's records this was brought to your attention at your last inspection and a Safer Foods Better Business pack was sent to yourselves to assist with this requirement. By not having a FSMS your hygiene rating has been affected.

*Regulation (EC) 852/2004 Article 5*

**Compliance with food hygiene and safety procedures:**

- 2 A large amount of different food items were present in the kitchen refrigerators after the expiry of the Use By dates. It is an offence to sell or have in possession for sale (including to be used as ingredients), after the manufacturers declared Use By date. This also indicates that checks are not being completed for stock rotation.

If food is for the sole use of staff and not for commercial operations then it must be stored and clearly marked for private consumption.

*Regulation (EC) 852/2004 Article 14 Para 1*

Food on site after the expiry of a Use By date was observed at the last inspection. On this occasion the food was removed by this department for evidence.

**Compliance with structural requirements:**

- 3 The level of cleaning was unacceptable throughout the main kitchen and the rear wash up area, especially behind, underneath equipment at high level and hard to reach areas including window frames. Ensure a thorough deep clean takes place

*Regulation (EC) 852/2004 Annex II Chapter II Para 1(b)*

- 4 The level of cleanliness of equipment was unacceptable in that there were high deposits of burnt on grease, food debris and grease. The following items need to be thoroughly cleaned and maintained in a clean condition:
  - Samsung 1850w cm1929
  - Sharp 100w/R-21ATP
  - Microwave (left hand side when facing)

- Turbo fan (blue seal) oven
- Extraction canopy
- Electrical extension lead and sockets
- Pizza oven
- Deep fat fryers

*Regulation (EC) 852/2004 Annex II Chapter II Para 1*

- 5 The main kitchen window frame and surround was in disrepair where the plastic laminate had come away exposing the wooden sash window frame. Replace the plastic surround to the frame to assist cleaning.

*Regulation (EC) 852/2004 Annex II Chapter I Para 1*

- 6 Hand contact surfaces were dirty. These are items in your premise that are frequently touched by fingers/hands. You must keep these items clean to prevent contamination to hands, which then may touch food. The items that you need to pay attention to are:

- Light switches
- Control knobs
- Fridge/freezer door handles
- Oven and other equipment handles
- Tap heads
- Front door handles

Ensure the above items are thoroughly cleaned and where necessary disinfected, and maintain in a clean condition.

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

- 7 There was an unpleasant odour in the rear kitchen/ wash up area similar to drains. Investigate and make appropriate repairs. *Building Act 1984*

#### Other legal requirements:

- 8 Although not examined on this occasion you need to be aware of the legal requirements concerning allergens that may be present in the foods that you produce and buy in. You need to provide an allergen matrix which is easy to understand, on site and available upon request by customers. This legislation includes: sauces, oils that foods are fried/cooked in, marinades, dressing and side order/garnishes.

*Food Information Regulations 2014*

### **Schedule B – Recommendations**

- 1 I recommend that you consider replacing the filters to the extraction unit. This will assist staff in cleaning.



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[www.northtyneside.gov.uk](http://www.northtyneside.gov.uk)

**CONFIRMATION OF ACTION TAKEN**

Ref: CN/15/00114/FOOD

**Holystone, Whitley Rd, Holystone**

| Item Number | Action Taken | Date |
|-------------|--------------|------|
| 1           |              |      |
| 2           |              |      |
| 3           |              |      |
| 4           |              |      |
| 5           |              |      |
| 6           |              |      |

|   |  |  |
|---|--|--|
| 7 |  |  |
| 8 |  |  |

|                   |  |
|-------------------|--|
| <b>Print Name</b> |  |
| <b>Signature</b>  |  |
| <b>Date</b>       |  |