



Working in partnership with  
**CAPITA**

Public Protection Services  
Environmental Health  
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North Tyneside  
NE27 0BY  
[www.northtyneside.gov.uk](http://www.northtyneside.gov.uk)

Dixy Chicken  
210 Whitley Road  
Whitley Bay  
Tyne And Wear  
NE26 2TA

Our Ref: KS/15/00555/FOOD

Date: 6<sup>th</sup> July 2017

This matter is being dealt with by: Karen Sargent

**Direct Line: 0191 643 6651**

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**Email: [karen.sargent@northtyneside.gov.uk](mailto:karen.sargent@northtyneside.gov.uk)**

Dear

**Food Safety Act 1990  
Food Safety and Hygiene (England) Regulations 2013  
Regulation (EC) No 852/2004 Hygiene of Foodstuffs  
Food Information Regulations 2014  
RE: Dixy Chicken, 210 Whitley Road, Whitley Bay, Tyne and Wear, NE26 2TA**

I refer to my visit to the above premises on 6<sup>th</sup> July 2017.

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

This letter also contains important information regarding the food hygiene rating for your business that will be published on the Food Standards Agency National Food Hygiene Rating website.

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.

My next routine inspection of your premises will happen in approximately 18 months. I do not intend to revisit to check compliance with this letter. A copy will be kept on file and will be referred to during the next routine inspection.

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 (Food Law Code of Practice)
Compliance with food hygiene and safety procedures	10
Compliance with structural requirements	10
Confidence in management/control procedures	20
<b>Total</b>	<b>40</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. You can tell your customers how good your hygiene standards are by putting the sticker up in the window or on the door. 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 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 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, 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

Karen Sargent  
Food Safety Officer  
Environmental Health

## **SCHEDULE A – LEGAL REQUIREMENTS**

### **Confidence in management/control procedures:**

1. Despite being advised on previous visits, you still do not have a food safety management system in operation. Although I have seen some documentation in the past for this business, current staff were not aware of the system and there was no system being implemented.

In order to comply, you need to show some clearer evidence that you have thought about your business procedures and identified significant food safety hazards and are properly controlling them.

You must:

- (a) Identify all the potential food safety hazards in your business and then think about and decide the points in the food operation at which things could actually go wrong.
- (b) Decide which of these points are actually critical to making sure food is safe, and therefore must be properly controlled (e.g. the thorough cooking of foods which must not be eaten raw)
- (c) Put in place procedures to stop these things going wrong (controls), and make sure that you/your staff always carry them out (e.g. cooking particular foods for a set time and temperature which is known to kill bacteria or ensuring that equipment has been cleaned and sanitized at proper and regular intervals)
- (d) Provide some simple documentation to show how you have achieved the above *and* monitored the controls which are critical to making sure food is safe
- (e) From time to time, you must examine your food business to see if anything has changed which might need your control measures to change (e.g. new menu dishes may have new hazards and need new controls, or new equipment may require different thermostat settings).

I suggest you follow the guidance in the Safer Food Better Business manual which is available for download on [www.food.gov.uk/sfbb](http://www.food.gov.uk/sfbb) You will need the catering pack. It is important that you complete the pack and carry out the daily opening and closing checks, documenting in the diary when you have done so. This will help you manage your business and ensure critical food safety controls are put into place, such as stock and temperature controls. Advice was given during the visit but do not hesitate to contact me should you need further assistance.

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

2. Several cross contamination issues were identified on my visit:
  - a) The sink was being used for washing hands, chicken and dishes. This creates multiple cross contamination issues
    - Hands should be washed in the wash hand basin
    - Chicken should not be washed prior to preparation. If you have a problem with chicken that it needs to be washed, consider changing your chicken supplier.

- b) Hand contact surfaces were grubby (taps, door handles, knobs, dials etc) – which could contaminate hands and then food
- c) A 'clean' green board used to cut salad was propped up behind the taps on the sink where chicken had just been washed
- d) Ant powder had been placed in the counter area around the post mix. Insecticidal powder should not be used in food preparation areas because of the risk of chemical contamination to food. Manufacturers/ supplier's advice should always be sought prior to using insecticides yourself.

**Compliance with structural requirements:**

- 3. There was no soap at the kitchen wash hand basin. Wash hand basins must be provided with soap. (*Regulation (EC) No 852/2004 Annex II Chapter I Para 4*)
- 4. The waste pipe to the toilet wash hand basin discharged above the level of the gully grill as a piece of pipe work was missing. Repair/refit the pipe to discharge below the level of the gully grill. (*Regulation (EC) 852/2004 Annex II Chapter I Para 8*)

**Other legal requirements:**

No issues noted

**SCHEDULE B – RECOMMENDATIONS**

None

