

Please ask for: XXXX  
Direct dial: XXXX  
Email: XXXX

XXXX  
Papa G'S  
63 Church Street  
Tamworth  
Staffordshire  
B79 7DF

17th August 2017

Reference: **WK/000168805**

Dear Sir

**Regulation (EC) No 852/2004  
Food Safety & Hygiene (England) Regulations 2013  
Health & Safety at Work etc Act 1974 (HSW)**

**Papa G'S  
63 Church Street Tamworth Staffordshire B79 7DF**

I refer to my visit to the above premises on 14th August 2017 during which I was accompanied by XXXX. The attached schedules detail works that require your attention.

The inspection was over a limited period of time and it was not possible to observe all procedures and practices associated with your food business.

Schedule A details the work needed to comply with the law and so to improve your rating under the national food hygiene rating scheme. This work or work considered equally effective must be completed.

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

**Food Hygiene Rating and Rate My Place**

Tamworth Borough Council, in partnership with the Food Standards Agency is part of the National Food Hygiene Rating Scheme and the Rate My Place Scheme.

Following your inspection you have received the following hygiene rating.

Criteria Assessed	Score
Compliance with food hygiene and safety procedures	5
Compliance with structural requirement	10
Confidence in management/control procedures	5
<b>Total Score</b>	<b>20</b>
<b>Rating</b>	<b>4</b>

Total Score	0-15	20	25-30	35-40	45-50	>50
<b>Additional Weighting</b>	No Score >5	No Score >10	No Score >10	No Score >15	No Score >20	
<b>Rating</b>	5	4	3	2	1	0
<b>Description of Rating</b>	Very good	Good	Generally Satisfactory	Improvement necessary	Major improvement necessary	Urgent improvement necessary

Enclosed is a sticker that shows your rating and also a “Rate my Place” Sticker. You can now tell your customers how good your hygiene standards are by putting the new sticker up in the window or on the door. It is suggested that the “Rate my Place” sticker is placed above the rating certificate as displayed below. 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.



- Once you have completed all the works required in schedule A, you may request in writing a re-rating visit at a cost of £175 in order to have a new rating. You must provide evidence that you have carried out the works with the request. This re-visit will take place within 3 months of your request.
- You can also post comments alongside your rating on the national website ([www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)) – known as the ‘right to reply’.
- If you consider that the rating given does not reflect the standards at your premises during the inspection you may appeal. Initially you are encouraged to contact the inspecting officer to try and resolve any issues. If you are still not happy you can appeal in writing giving detailed reasons to Mr M Fitzgerald (Senior Environmental Health Officer) at the address on the bottom of the first page or email [mark-fitzgerald@tamworth.gov.uk](mailto:mark-fitzgerald@tamworth.gov.uk).

**If you do not appeal to the Senior Environmental Health Officer within 21 days of the date of this letter (including weekends and bank holidays), your rating will be made public on the national web-site.**

A web link to information on the scheme including forms for lodging an appeal, requesting a re-rating visit or 'right to reply' is available at [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings) . Paper copies of forms will be provided on request by contacting the Food Safety Team.

The information provided in this letter will also be published on the Rate My Place website. Access can be found using the following link [www.ratemyplace.org.uk](http://www.ratemyplace.org.uk) . Information will not be published on this website until any appeals have been resolved.

I do not intend to revisit to check compliance with this letter but you must still ensure that the matters detailed in Schedule A are completed.

**Please note:** If you would like a re-rating visit, you must request one in writing.

If you would like to discuss any issues, please contact me on 220 or the Senior Environmental Health Officer on 01827 709433.

Yours faithfully

**XXXX**

Environmental Health Technical Officer

enc

***The Freedom of Information Act*** -The content of this report may be disclosed to third parties upon request. If you believe that it is not in the public interest to release this information please specify your objection in writing to the Head of Environmental Health at the address on the bottom of the first page.

***Data Protection & Information Sharing*** -The information that the Council holds in relation to Inspection Reports maybe shared with other Council Services in accordance with the requirements of the Data Protection Act 1998. If you have any queries please contact: The Data Protection Officer at the address on the bottom of the first page.

## **Schedule A**

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

1. You do not record the temperatures of your Coldwell or Baine Marie or delivery temperatures or any cook temperatures of your pies and chicken etc. You as the person responsible for food safety should be able to explain the chosen method of monitoring.  
*Regulation (EC) 852/2004 Article 5 para 2 (d)*
2. It is suggested that staff that prepare open high risk foods or handle food and have a supervisory role must have training to a level equivalent to the Chartered Institute of Environmental Health (CIEH) Foundation Certificate in Food Hygiene within 3 months of starting work. Wakass Asif the supervisor at the time didn't appear to have a food hygiene qualification.  
*(Regulation (EC) No 852/2004 Annex II Chapter XII para 1 )*
3. To ensure all of your procedures are working as intended you should review them regularly. The review of procedures, particularly when menu items or suppliers etc change, will remain an ongoing part of your obligations as a food proprietor.  
*Regulation (EC) 852/2004 Article 5 para 1*

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

4. It was highlighted in your previous inspection letter, that to avoid the risk of cross contamination that you should stop preparing cooked chicken in the designated raw meat area and store all equipment used for cooked or ready to eat food in a separate area to where raw meat is prepared. However on my visit you said that you disinfect between the preparation of raw and cooked meat. If you are going to continue using the same area for raw and cooked meat you must be confident that you are able to undertake a thorough disinfection between preparing raw meat and cooked meat and food.  
*Regulation (EC) No 852/2004 Annex II Chapter IX Para 3*
5. There were flies in the food preparation room. These pests carry food poisoning bacteria and can contaminate food and food surfaces that they land on. The door into the kitchen though provided with a chain link fly screen, was tied up to one side of the door way, and thus provided easy access for these pests. The fly screen should be left across the door or an alternative means of ventilation provided.  
*Regulation (EC) No 852/2004 Annex II Chapter II, para. 1(d)*

### **Compliance with structural requirements**

6. The temperature of the meat sauce stored in the Coldwell was 12°C. Some of the foods stored in this cold well are high-risk and will support the growth of food poisoning bacteria and/or their toxins.

Your coldwell must operate at a temperature that will keep high-risk foods at or below 8°C. You must either adjust or service the coldwell. If the Coldwell is not able to hold high-risk foods at or below 8°C, it must be replaced.

*Food Hygiene Regulations 2006 Schedule 4 para 2 (1)*

7. Some of the chopping boards in the kitchen were badly scored and cannot be adequately cleaned. Renew the damaged chopping boards.  
*Regulation (EC) No 852/2004 Annex II Chapter V Para 1(c)*
8. The metal pocket in which the large pizza bases were stored in the kitchen was not clean. Thoroughly clean the metal pocket to minimise any risk of contamination of food  
*(Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a).)*
9. Remove the cardboard on the floor in the kitchen area. It can not be kept clean and harbours dirt and bacteria.  
*Regulation (EC) No 852/2004 Annex II Chapter II Para 1 (a)*
10. You need to remove all vegetation growing through the wall in the raw meat preparation area and fill in any gaps to leave a sound, easy to clean surface.  
*Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(b)*
11. The can opener was dirty which would cause contamination of the food in the next tin opened. The can opener must be cleaned and sanitised regularly  
*(Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a).)*

## **Schedule B**

12. The chest freezers were badly iced up. I recommend you defrost them and remove the ice completely before reuse.

## **Health & Safety at Work (Hazard Spotting Only)**

13. The floor in the kitchen was very slippy.

# Food Hygiene Rating Scheme - how your rating is calculated

## Your inspection

At your inspection, the food safety officer will check how well you are meeting the law on food hygiene. Three areas will be assessed. These are:

- how hygienically the food is handled – how it is prepared, cooked, cooled, stored, and what measures are taken to prevent food being contaminated with bacteria
- the condition of the structure of the premises including cleanliness, layout, lighting, ventilation, equipment and other facilities
- how you manage and record what you do to make sure food is safe using a system like Safer food, better business







You will be given a score for each area – see below. Food safety officers use guidance to determine how to score each of these areas.

Criteria	Score					
How hygienically the food is handled	0	5	10	15	20	25
Condition of structure	0	5	10	15	20	25
How you manage and document food safety	0	5	10		20	30
<b>Total score</b>	<b>0</b>	—————→				<b>80</b>
<b>Level of compliance</b>	<b>High</b>	—————→				<b>Low</b>

## Your food hygiene rating

The rating given depends on how well the business does overall – the total score. It also depends on the area(s) that need improving the most - the business may do better in some areas and less well in others.

To get the top rating, you must score no more than 5 in each of the three areas. All businesses should be able to get the top rating. You will automatically get a new rating at each planned inspection.

Total score	0 – 15	20	25 – 30	35 – 40	45 – 50	> 50
Highest permitted individual score	5	10	10	15	20	-
Rating						

## Improving your food hygiene rating

The Food Standards Agency has a range of tools, such as Safer food, better business, that can help you manage food hygiene and keep your customers.



Check these out at [www.food.gov.uk/goodbusiness](http://www.food.gov.uk/goodbusiness)

To get the best possible rating, here's what you can do now:

- Look at last food hygiene inspection report to check that you've taken all of the actions needed to ensure that you meet legal requirements.
- At your next inspection, if you don't get the top rating and you have queries about the improvements you need to make to get a better rating, then the food safety officer should be able to give you advice.
- Make sure that you and your staff continue to comply fully with all aspects of food hygiene law.