

2<sup>nd</sup> June 2015

Sussex Arms  
15 Staines Rd  
Twickenham  
TW2 5BG

Dear


**Food Safety and Hygiene (England) Regulations 2013**  
**Food Safety Act 1990. Health and Safety at Work Act 1974**  
**Associated Legislation**  
**Re: Inspection of Sussex Arms, 15 Staines Rd, Twickenham, TW2 5BG**

Your food business was inspected recently in order to check compliance with requirements of food hygiene law. I am writing now to outline my findings.

Date of inspection: 19<sup>th</sup> May 2015  
Type of business: Pub food  
Areas inspected: Main kitchen and external storage area.  
Person seen:  
Records examined: None seen

I have enclosed a **Schedule of Requirements**. This outlines my findings and highlights the priority actions and improvements that are needed to ensure that you are complying with the above legislation. A further visit to your premises may be made in the future, to check that works have been completed.

This authority operates the Food Hygiene Rating Scheme. On the basis of the standards found at the inspection your rating has been calculated as follows:

Compliance with food hygiene and safety procedures	15
Compliance with structural requirements	20
Confidence in management/control procedures	20
Total score	50
Highest (this means poorest) individual score	20
Food hygiene rating	

Enclosed is a sticker, which you may display on the door or window. 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.

I have also enclosed a leaflet entitled "Guidance for food business operators scoring less than 5". It explains how your score was calculated, what you can do if you are unhappy with your rating and advice on how to improve your rating.

Further information about the scheme generally is available on the FSA's website at:  
[www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)

If you are unclear about anything contained in this report or would like some advice, please get in touch with me – my contact details are given at the top of this letter.

Yours sincerely,

Principal Environmental Health Officer

**Date:** 19<sup>th</sup> May 2015

**Schedule of Requirements:** Sussex Arms PH  
15 Staines Rd, Twickenham TW2 5BG

Unless an alternative time period is stated, the following requirements must be completed immediately, where they involve practices, and within 1 month, where they involve undertaking structural works.

## **Food Hygiene (England) Regulations 2013**

### ***Food Hygiene and Safety Matters***

Discussed below in 'Management and Control Procedures'

### ***Structural Requirements***

#### **1. External Food Storage (photo)**

Food is stored in the rear yard under corrugated Perspex sheets. Although the food is in sheds and fridges, this is not a suitable environment for food storage. Food must also be protected from contamination. Either create a suitable food storage area which is pest proofed and has wall floor and ceiling surfaces which are easy to maintain in a clean condition, or relocate your food storage to within the building.

*Regulation (EC) No 852/2004 Annex II Chapter IX Para 4*

*Regulation (EC) No 852/2004 Annex II Chapter I Para 2*

#### **2. Hot Water Supply to Kitchen Sink and Wash Hand Basin**

The hot water supply to the kitchen sink and wash hand basin took a long time to heat up and after a few minutes was only lukewarm. Modifications have since been made to the water supply from the boiler to the kitchen. Ensure that there is a suitable supply of hot water to the wash hand basin and sinks at all times that the kitchen is in use.

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

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

#### **3. Faulty Drainage to Sink (photo)**

The waste pipe from the kitchen sink was leaking. Carry out repairs as necessary.

*Regulation (EC) No 852/2004 Annex II Chapter I Para 8*

#### **4. Wash Hand Basin (photo)**

The wash hand basin is fixed to a length of '2 by 1', which is supported on a wood strip frame. There is insufficient support to the basin, no splash back and it cannot be easily cleaned. Fix the wash hand basin securely to a surface in the kitchen and ensure that the area surrounding the basin can be easily cleaned.

*Regulation (EC) No 852/2004 Annex II Chapter I Para 1, 2 & 4*

## **5. Chipped Tiles (photo)**

The edges of the tiles on the shelf behind the wash hand basin have chipped off. Replace the broken tiles or apply an alternative surface which is smooth, non-absorbent and easy to clean.  
*Regulation (EC) No 852/2004 Annex II Chapter II Para 1(f)*

## **6. Cleaning – Potato Chipper**

The painted surfaces of the potato chipper had chipped off along the edges and grease. Surfaces were also stained with grease marks and food debris. Thoroughly clean the potato chipper and ensure that it is maintained in a clean condition.  
*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*

## **7. Cleaning – Baking Trays**

Dirty baking trays were stored on the floor under the kitchen sink. Equipment must be kept clean. Ensure that you have sufficient space to avoid dirty dishes from being stored on the floor. Dirty dishes should be cleaned as soon as possible to avoid attracting insects and other pests to your premises.  
*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*

## **8. Cleaning – Raw Meat Fridge**

Blood had collected at the bottom of the raw meat fridge in the shed, which had turned brown and become odorous. Clean the fridge, ensure that it is achieving the necessary temperature and introduce a rota to maintain the fridge in a clean condition.  
*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*

## **9. Cleaning – Behind Appliances**

Grease has accumulated under and beneath appliances in the kitchen. You must ensure that areas of the kitchen which are difficult to access are being checked and cleaned as necessary.  
*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*

## **10. Cleaning – Mouldy Seal to Sink**

Black mould has accumulated behind the kitchen sink, where it meets the wall. Clean or replace the seal.  
*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*

## **11. Cleaning – Ventilation Extract Grease Filters**

A significant quantity of grease had accumulated on the grease filters in the ventilation extract canopy. Grease filters must be cleaned regularly to prevent grease from accumulating on the internal surfaces of the ducting. You must also have the ducting deep cleaned at least once a year. Clean the grease filters and arrange for a ventilation extract cleaning contractor to clean the ducting.  
*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*

## **12. Wall Surfaces**

The walls in the kitchen have been painted white. This is not the most suitable wall covering for a commercial kitchen as it is easily damaged and can be difficult to clean. Either repaint the walls or preferably fit tiles or an alternative hardwearing surface which is easy to wipe clean (stainless steel or plastic sheeting).  
*Regulation (EC) No 852/2004 Annex II Chapter II Para 1(b)*

### 13. Lifted Floor Covering (photo)

The lino floor covering has peeled from the wall at the floor/wall join near the sink. Secure the lino to the wall/floor and ensure that there are no gaps for waste food or liquid to accumulate.  
*Regulation (EC) No 852/2004 Annex II Chapter II Para 1(b)*

### 14. Kitchen Lighting (photo)

One of the fluorescent light strips was not working in the kitchen. Either replace the tube or carry out repairs as necessary to ensure that the kitchen is adequately lit.  
*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*

## **Management and Control Procedures**

### 15. Food Safety Management System

Since 2006 it has been a legal requirement for food businesses to record how they ensure food safety from receipt of goods through to the service of food. You are also required to keep documentation which demonstrates that you are monitoring food safety, e.g. recording delivery temperatures, fridge temperatures and cooked food temperatures. To assist small businesses to comply with this legislation the Food Standards Agency has produced a template food safety management system called Safer Food Better Business (SFBB). This can be downloaded from their website [www.food.gov.uk](http://www.food.gov.uk). Alternatively you can request a copy from Environmental Health. We can also provide you with temperature monitoring sheets.  
*Regulation (EC) 852/2004 Article 5.*

### 16. Allergen Information

From 13 December 2014 all food businesses will need to provide information about the allergenic ingredients used in foods sold or provided by them. As a food business serving loose food you will have to supply the customer with information for every item on the menu which contains any of the 14 allergens in the ingredients. Remember you will need to look at every food used in your dishes whether made in-house, or bought in ready-made. This includes packaged foods, condiments, sauces, etc. For example Soy sauce may contain gluten.

Details of these allergens will have to be listed clearly in and in an obvious place such as:

- A menu
  - Chalkboard
  - Information pack
- If not provided up front, you will need to sign post to where it could be obtained either in written or oral formats e.g. "please ask a member of staff if you have an allergy"*
- Orally, in which case it must be verified that staff are providing accurate and consistent allergen information.
  - For food sold at a distance e.g. for example online or at markets, allergen information must also be provided in writing or orally

It will not be acceptable for a member of staff to say:

- You don't know what allergens are in the food you serve or
- All foods you serve contain an allergen

I have enclosed the 'FSA Allergen Information for Loose Foods' booklet providing advice on the new Food Information Regulations.

In addition there is a training module on the Food Standards Agency web site which you may find useful: <http://allergytraining.food.gov.uk/english>  
*Food Information Regulations 2014*

## **17. Food Hygiene Training**

All food handlers must receive food hygiene training or be supervised by a suitably trained member of staff. The member of staff responsible for preparing food in the kitchen had not received food hygiene training and was not aware that raw burgers should be cooked to above 75C in the middle to minimise the risk of food poisoning. The nearest Training Centre is Richmond Adult College in Richmond. Please call 020 8891 5907 or book online at: [www.racc.ac.uk](http://www.racc.ac.uk). Alternatively Merton Council offers food hygiene training. Further information is enclosed. There are a number of organisations which offer Food Hygiene training online. You will need to complete the Level 2 course in Food Hygiene and Safety for Catering.

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

## **18. Waste Oil Collection**

Cooking oil is a controlled waste and must be disposed of by a registered waste carrier. Ensure that you are provided with an agreement stating the collector's company name and registered number. Details of your waste oil disposal arrangements must be kept for a minimum of 2 years.

*Environmental Protection Act 1990, S.34*

# **HEALTH AND SAFETY AT WORK ACT 1974 SCHEDULE OF WORKS**

**Sussex Arms, 15 Staines Rd, TW2 5BG**

## **LEGAL REQUIREMENTS**

### **19. Cracked Switches (photo)**

There is a row of 3 switches on the wall, to the left of the cooker. 2 switches were cracked and one had what looked like a drinking straw wedged into the front. You must ensure that electrical system is maintained in a safe condition. Replace the damaged switches and remove the drinking straw.

*Electricity at Work Regulations 1989, Reg 4*

### **20. Trailing Wires and Multi Socket Adaptors (photos)**

There is an excessive amount of trailing wires and multi socket adaptors in use in the kitchen and the external covered yard. This creates an electrical safety hazard, particularly as the electrical system in the yard is not designed for external use. Install additional electrical sockets where necessary and ensure that wiring, sockets and plugs which are used outside are designed for external use.

*Electricity at Work Regulations 1989, Reg 4*