



Inspection Report

Establishment Name:	Food Court
Establishment Address:	6B Wilford Road, Ruddington, Nottinghamshire NG11 6EN
Food Business Operator:	Nottingham Food Ltd

Reference:	25/00009/FOOD
Date:	30 April 2026
Inspection Date:	22 April 2026
Next Inspection:	October 2026

Telephone:	0115 9148374
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Web:	www.rushcliffe.gov.uk/foodsafety

I inspected your business premises on 22 April 2026 to check compliance with the requirements of [food hygiene law](#) and I am writing now to outline to you our findings and to tell you what your food hygiene rating is.

This inspection report outlines my findings and highlights the priority actions and improvements that are needed to ensure that you are complying with the [Food Hygiene \(England\) Regulations](#), associated legislation and Assimilated EU regulations. These are listed under three areas:

- Compliance with food hygiene and safety procedures
- Compliance with structural requirements
- Confidence in management/control procedures

If you are unclear about anything in the report, please get in touch with me using the contact details above.

In order to help us improve our service, we would be very grateful for your feedback by completing the short questionnaire at www.surveymonkey.com/r/EHinspections.

To keep up to date with food safety in Rushcliffe, **Like** our Facebook page at www.facebook.com/Rushcliffefoodsafety.

Environmental Health, Rushcliffe Borough Council, Rushcliffe Arena, Rugby Road, West Bridgford, Nottingham NG2 7YG

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FOOD HYGIENE RATING

This authority operates the national [Food Hygiene Rating Scheme](#). This is designed to help 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. You can find out how this score was calculated at [Food Hygiene Rating Scheme - Rushcliffe Borough Council](#). 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	Your Food Hygiene Rating 
Compliance with structural requirements	20	
Confidence in management/control procedures	20	
Total Score	55	
Lowest (this means poorest) score	20	

OFFICIAL

You can tell your customers how good your hygiene standards are by putting your rating 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.

Your rating will also be published on the [Food Standard Agency's website](#) between two and four weeks from receiving this report.

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 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.

There will be a charge for each re-visit carried out at your request. The re-visit will be carried out within three months of receipt of your application and payment. Further information about how to request a revisit can be found at [Food Hygiene Rating Scheme - Rushcliffe Borough Council](#)

More information about these safeguards can be found on the [FSA's website](#). To request a rescore complete a [revisit form](#).

Food Hygiene and Safety Procedures

Hygienic handling of food including preparation, cooking, re-heating, cooling and storage

No.	Regulation	Problem Observed	Action Required	Timescale	✓
1	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 4	Soft packets of food including herbs were stored in the kitchen and may be vulnerable to contamination by pests.	No uncovered foodstuffs or soft packets of food must be stored in the kitchen until it is adequately proofed against the entry of pests, and no further pest activity is identified.	Immediately	☐
2	Regulation (EC) No 178/2002 – Article 14	At the time of the inspection two packets of Istanbul Turkey Rashers were found in the walk-in refrigerator that had passed their use by date by over 2 months (20 February 2026). It is an offence to sell or possess food that has passed its use by date, namely:	It is an offence to use food that has passed its use-by date or have it available on the premises for use. You must therefore check the refrigerators daily and dispose of all out of date food on the day it expires as part of your closing checks.	Immediately	☐

At the time of the inspection, I was concerned about the contamination of food from microbiological (bacteria), and physical sources namely:

Microbiological sources:

- Staff were not washing their hands or changing their gloves frequently and between jobs
- Staff did not know which coloured boards and equipment were to be used for which foods and gave conflicting answers when questioned about raw and ready to eat food preparation
- There were no soap or hand towels at the wash hand basin in the kitchen
- Staff were using the green salad board to cut unwashed vegetables (onions)
- The wash hand basin in the kitchen was being used to store pizza pans and had not been used for hand washing on the day of my visit as it was dry
- There is no dishwasher at the premises and no use of sanitiser as part of a 2-stage clean to disinfect equipment after washing
- Plastic containers and a funnel were left stored directly in contact with food
- Washed equipment was not being put away and was left next to the sink where it could become re-contaminated from splashes
- The probe was being disinfected prior to use
- Washed chopping boards were stored behind taps or put back into the rack whilst still wet
- Green and red chopping were stored touching and wet behind the taps in a pool of water
- Staff were using the same scraper for flipping raw burger and removing cooked burgers
- Food in the walk-in fridge was wrapped in bin liners

You must ensure that food is protected from contamination at all times in order to make sure that it is safe to eat.

See points below for further advice on complying with this requirement.

Immediately



- Raw and ready to eat foods are handled and prepared whilst the premises is open, with very limited preparation space for separate activities due to equipment and items taking up space on the worktops

Physical sources:

- Damaged and cracked food container of yoghurt was found in the walk-in fridge
- Blue seal of Heinz mayonnaise not completely removed when opened
- Staff were not wearing protective clothing for the duration of the inspection

Immediately

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Regulation (EC)
No 852/2004
Annex II Chapter
VIII Paragraph 1

The wash hand basin was not in regular use, and there appeared to be an over reliance with staff wearing gloves. Staff members were observed:

- washing their hands whilst still wearing gloves.
- Not washing their hands after handling raw meat
- Instructing officers to use the equipment wash sink to wash our hands

Regular hand washing is important for personal cleanliness. All food handling staff must be reminded of the need for this prior to starting or returning to work, and specifically:

- After using the toilet;
- After handling rubbish;
- After smoking;
- After taking a break;
- After handling raw food.

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Wearing gloves does not prevent the spread of bacteria or negate the need to wash hands regularly – gloves must be changed as frequently as hands are washed.

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5	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	From discussions with staff, it was not clear what colour coded chopping boards and equipment are used for which food items when preparing raw and ready to eat/cooked foods. Staff were also using green salad chopping boards for unwashed vegetables and using the same scraper to flip and turn raw burgers and take cooked burgers off the grill. This creates a risk of cross contamination.	Use different equipment or ensure adequate cleaning and disinfection between uses. Ensure all staff know what equipment they are to use for which food items. Different equipment for turning and removing food from the grill should be used.	Immediately	☐
6	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 4	There was no soap or hand towels at the kitchen wash hand basin, and no towels at the toilet wash hand basin.	Wash hand basins must be provided with soap and hygienic hand drying facilities.	Immediately	☐
7	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 4	The wash hand basin in the kitchen was being used to store pizza pans and equipment upon our arrival at the premises. It was also noted that the hand wash basin was dry, indicating that it had not been used.	Remove any items that is blocking access to the wash basin and ensure that the way is kept clear to allow food handlers to wash hands easily. The basin must be available for use at all times for washing hands only.	Immediately	☐
8	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	The same scraper is being used for flipping raw burgers and removing cooked burgers from the grill. This creates a risk of cross contamination.	Use different equipment or ensure adequate cleaning and disinfection between uses.	Immediately	☐

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Regulation (EC)
No 852/2004
Annex II Chapter
IX Paragraph 3

As there is no dishwasher on the premises, all equipment is being washed by hand. I discussed your cleaning and disinfection procedures for food contact surfaces (including food equipment) with staff, and it was clear that you are not thoroughly disinfecting food contact equipment such as chopping boards properly after washing. There is no clear separation of designated raw and ready to eat equipment, and confusion as to what equipment is for what food type.

From discussions it was also apparent that staff are not carrying out a 2-stage clean on food contact surfaces.

The concentrated solution is also not being measured out when diluted to ensure that the correct dilution factor.

These issues create a risk of cross contamination.

As you do not have a dishwasher to carry out the disinfection stage, disinfection of equipment needs to be carried out using a suitable sanitiser or disinfectant after cleaning. Cleaning and disinfection methods should now consist of a two-stage process for all food contact surfaces:

Stage 1: General clean using a detergent.

This stage involves the physical removal of dirt, grease and food debris from surfaces and equipment. General cleaning should always be completed by rinsing to ensure thorough removal of all residues.

Stage 2: Disinfection

Disinfection can only be successfully carried out on thoroughly clean surfaces. Disinfectants that are capable of reducing harmful bacteria should be applied after general cleaning to reduce microbial contamination to an acceptable level.

All disinfectants must meet BS EN 1276 or BS EN 13697 and used in accordance with manufacturer's instructions, specifically, contact times and dilution rates (If in doubt check with chemical supplier).

Immediately



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10	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	During the inspection funnels, cups and containers were being left directly in various containers of ingredients. This creates a risk of contamination.	Do not store utensils directly in food. Use clean equipment each time that are suitably stored until needed.	Immediately	☐
11	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	The washed red and green chopping boards were stored touching behind the taps of the kitchen sink, and standing in a pool of water. In addition, a green chopping board was washed and then put away in the rack touching other boards whilst still wet This creates a risk of contamination.	Raw and ready to eat equipment should be washed separately to avoid the risk of cross contamination, left to air dry and put away where they cannot be re-contaminated. Do not store chopping boards behind taps	Immediately	☐
12	Regulation (EC) No 852/2004 Annex II Chapter VIII Paragraph 1	Food handlers were not wearing any suitable, clean protective over-clothing when they were handling and preparing food.	Ensure that all persons working in food handling areas wear suitable, clean, and where appropriate, protective clothing. Wearing aprons, tabards or chef's whites would fulfil this requirement.	Immediately	☐
13	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 2(c)	The work surfaces in the kitchen are largely taken up with equipment and other items, significantly reducing the working space for safe food preparation. As food is cooked to order, raw and ready to eat foods are being handled in the same space increasing the risk of cross contamination.	Use separate work surfaces for raw and ready to eat foods. If you do not have enough space to enable you to do this, you must prepare these foods at different times with adequate cleaning and disinfection of the work surfaces between uses.	Immediately	☐

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14	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	Washed food contact equipment is being left next to the sink used to wash dirty and raw food equipment. This creates a risk of contamination from splashes.	Put away clean equipment or store away from the sink to prevent contamination.	Immediately	☐
15	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(c)	A Heinz mayonnaise container used to store sauce in the walk-in fridge was damaged, it also has some of the original blue seal, both of which may contaminate food.	Discard any damaged containers.	Immediately	☐
16	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 3	At the time of the visit, food was stored on trays wrapped in bin liners. This creates a risk of contamination.	Do not use bin liners to cover food as they are not food grade. Food must be wrapped in a suitable food grade material, or properly lidded.	Immediately	☐
17	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(a)	The probe thermometer was not being disinfected prior to use.	All equipment which comes into contact with high-risk foods must be disinfected before use.	Immediately	☐
18	Advice	It is strongly recommended that you purchase a dishwasher to wash and disinfect all food equipment. This will help ensure that the bacterial load on equipment is reduced. The dishwasher should be capable of achieving 82°C on the wash cycle.			
19	Advice	At the time of the inspection tubs of marinated chicken and lamb were found in the walk-in fridge. These had an in-house date label indicating that they had been prepared on 17 th April (5 days prior to the visit). There was no packaging available to indicate the original use-by date applied to the raw meat. The use-by date from the original product should be applied to the product to ensure that the food is not used past a time when its quality may be compromised or within the timeframe specified by the manufacturer once opened.			

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20	Advice	Dirty mop buckets were being stored next to the wash hand basin in the kitchen. Items such as mops, buckets and brooms should be stored in a clean area, room or cupboard separate from a food preparation or storage area. They should not be left out in the yard or in the kitchen.
21	Advice	Food should not be stored in tins once opened since the metal of the tin may react with the food and air to cause contamination. The contents of tins should be emptied into clean, lidded containers for storage.
22	Advice	You should store your takeaway containers facing downward to prevent objects falling in and causing contamination of food.

Structural Requirements

Cleanliness and condition of facilities and building (including having appropriate layout, ventilation, hand washing facilities and pest control) to enable good food hygiene

No.	Regulation	Problem Observed	Action Required	Timescale	✓
23	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 4	During the inspection evidence of pest activity was noted in the kitchen, with chewed menus and other materials found at low level behind the pizza oven. In addition, you do not have any procedures in place relating to the control of pests, as staff working at the time were not aware that pest activity had been noted at the premises several days earlier and no attempts to carry out works to eradicate the problem could be provided.	Appropriate treatment methods must be used to eliminate these pests and works carried out to prevent a future recurrence. You must put in place procedures to control pests and ensure that all staff are aware of their responsibilities. Staff must be trained on what signs of pest activity may look like and report any such findings. Any required actions must be followed up.	Immediately	☐

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24	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The premises was not maintained in good repair in condition in that there were a number of areas that require pest proofing; namely: - a large gap into the wall at low level below the pizza oven that leads directly into the brick wall - a small round hole in the walls in the kitchen at higher level by the alarm sensor - there is a gap to the wooden door into the premises from the car park - a hole around the black pipe from the wash hand basin in the toilet - holes around pipework serving the wash hand basin in the kitchen - holes in the walls in the reception area - holes in the ceiling in the storeroom allowing access into the ceiling	These areas must be suitably pest proofed to prevent access to pests. If you do not have one, it is strongly recommended that you set up a contract with a reputable pest control company. It is important that your pest controller is competent, and you should expect them to: - Keep rodents and other pests out for you or leave written recommendations on pest proofing for you to follow. - Eradicate any pests found without delay and not for example assume that droppings are 'old' or 'there's only a light infestation. Rooms in which food is stored or handled must be kept completely pest free. Please see Food Hygiene Improvement Notice 26/00059/FHIMP relating to this matter.	Please see hygiene improvement notice relating to this matter.	☐
25	Regulation (EC) No 852/2004 Annex II Chapter II Paragraph 1(f)	The untreated wooden unit used to store packaging and pizza boxes in the entrance is dirty, and not easy to keep clean or disinfect as it is porous.	The surface must be repaired or renewed with smooth, washable and non-toxic materials. Unsealed wood is not suitable.	Immediately	☐
26	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 5	The griddle used to cook chicken and burgers is not placed under the ventilation canopy.	Rearrange/relocate the cooking equipment to ensure that it is all under the canopy and is suitably ventilated.	Immediately	☐

27	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The following areas were found to be dirty. - Floor/wall joins in the kitchen - Underneath work benches were dirty with debris, especially in corners - Underneath the fryer was dirty with spilt oil - The storeroom floor had spilt rice on it and under the pallets - The splashbacks behind the sinks - The floor by the pest ingress hole in the kitchen by the pizza oven - Cobwebbing at high level	These areas must be thoroughly cleaned (and disinfected) and maintained in a clean condition.	Immediately ☐
28	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(a)	The following equipment was found to be dirty at the time: - The floor of the walk-in fridge has rotten and mouldy food on the floor - The walls, door, ceiling and around the fan of the walk-in chiller were dotted with mould spots - The light switches were dirty - The taps of the sink were dirty - Plug holes in the double sinks are dirty - The door handles of the toilet door, walk-in fridge and storeroom were dirty - Food trays in the walk-in fridge were dirty - The lid of the saladette - The lid and runners of the chest freezer	These must be thoroughly cleaned (and disinfected) and maintained in a clean condition.	Immediately ☐

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29	Regulation (EC) No 852/2004 Annex II Chapter II Paragraph 1(f)	Pink fabric chairs were kept in the kitchen. these cannot be cleaned and disinfected.	Remove the fabric chairs from the kitchen.	Immediately	☐
30	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 7	The level of lighting in the kitchen corridor was too low to allow effective cleaning and checking for pests as two of the three lights in the kitchen corridor were broken.	Replace or repair the lights. This is a repeat issue.	By 1st July 2026	☐
31	Regulation (EC) No 852/2004 Annex II Chapter II Paragraph 1(b)	The white plastic cladded wall covering by the gas meter cupboard in the kitchen next to the hob was melted and damaged.	Renew or repair the wall covering and leave in a sound easy to clean condition. Please see Food Hygiene Improvement Notice 26/00060/FHIMP relating to this matter.	By 1st July 2026	☐
32	Regulation (EC) No 852/2004 Annex II Chapter II Paragraph 1(b)	The untreated plasterboard wall covering in the kitchen where the old hatch was located is not suitable for use in a room where food is prepared, treated or processed because it is not capable of being cleaned.	The wall covering must be replaced with one that is impervious, non-absorbent, and washable, or suitably sealed or painted. Please see Food Hygiene Improvement Notice 26/00060/FHIMP relating to this matter.	By 1st July 2026	☐
33	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The painted wall covering in the toilet was peeling.	Renew or repair the wall coverings and leave in a sound easy to clean condition. Please see Food Hygiene Improvement Notice 26/00061/FHIMP relating to this matter.	By 1st July 2026	☐
34	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The untreated plastered wall next to the walk- in fridge behind the upright freezer is porous and not capable of being cleaned.	Renew or repair the wall coverings and leave in a sound easy to clean condition. Please see Food Hygiene Improvement Notice 26/00061/FHIMP relating to this matter.	By 1st July 2026	☐

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35	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	The toilet had been pulled away from the wall.	Restore the WC to efficient working order.	By 1 st July 2026	☐
36	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(c)	The door seals of the 3 door stainless steel fridge in the kitchen were damaged and split on all 3 doors.	Replace the door seals. This is a repeat issue.	By 1 st July 2026	☐
37	Regulation (EC) No 852/2004 Annex II Chapter VI Paragraph 1	There was an accumulation of refuse in the bins, with bin lids open and rubbish visible inside.	All refuse containers must be fitted with close fitting lids to prevent access to flies and reduce unwanted smells, and bin lids kept closed to prevent pest ingress.	Immediately	☐
38	Environmental Protection Act 1990, Section 33	You were not able to produce evidence of a contract with a registered waste disposal company to remove the waste oil the business generates, and no waste oil transfer notes were produced when requested.	Arrange a waste contract with a registered waste carrier. Ensure that you are provided with waste carrier notes so you can demonstrate that you have taken out such a contract. Please provide a copy of the last 3 months waste oil transfer notes	Within 4 weeks	☐
39	Recommendation	To help with the disinfection of food and hand contact equipment, it is recommended that you install a disinfecting dishwasher at the premises that is capable of achieving 82°C. This will help to reduce bacterial load on equipment.			
40	Recommendation	In order to prevent your bins being used by other people, it is recommended that they be locked when the premises is closed.			

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| 41 | Recommendation | In order to help with cleaning and for checking of pest activity it is strongly recommended that all obsolete items be removed from the premises, and any items retained be stored off the floor. |
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|----|-----------------------|---|
| 42 | Recommendation | Since the change in your menu and types of food produced, it was noticed that you do not have any management controls in place to manage fats, oil and grease in the drainage system. In order to help manage this and prevent any issues, I strongly advise a system such as a grease trap or grease pack is installed ASAP. |
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Confidence in Management and Control Procedures

System or checks in place to ensure that food is safe to eat, evidence that staff know about food safety, and there is confidence that standards will be maintained in the future

No.	Regulation	Problem Observed	Action Required	Timescale	✓
43	Regulation (EC) No 852/2004 Article 5	During the inspection no documented written procedures could be found by staff working at the premises. An old Safer Food Better Business pack relating to the previous food operation was eventually found, but no staff had seen the document or were aware of its content. It had also not been reviewed since the significant change to the business operation following the menu change. There were therefore no written food safety procedures in place to control food hazards at critical points on site.	It is a legal requirement to have documented food safety procedures in place. These written procedures must also be fully implemented and maintained, and all staff must be trained on the procedures you are expecting them to follow. You are also required to write down corrective actions that must be taken where a routine check reveals a problem. The easiest way that you can fulfil this requirement is to use a food safety pack called Safer Food, Better Business. This is a free pack that has been specifically designed for small catering businesses such as yours. The pack can be found on the website of the Food Standards Agency at www.food.gov.uk/sfbb. Using this pack will ensure that your business will comply with the requirement for having written procedures. If you do not implement Safer Food Better Business, you will need to develop your own food safety procedures based on the HACCP principles. Please see Food Hygiene Improvement Notice 26/00056/FHIMP relating to this matter.	By 1 st July 2026	☐

44	Regulation (EC) No 852/2004 Article 5	At the time of the inspection food allergen controls were insufficient as: - there was no information relating to the control of food allergens within the premises - information available for customers and staff taking telephone orders regarding what foods contain what allergens was not available for all food menu items - the allergy matrix on site regarding curries brought over from Tipu Sutlan did not appear to include all curry items on The Food Court Menu - Food received from Tipu Sultan were not labelled to indicate what allergens they contained. - No written procedure for the control and management of allergens within the premises	Documented food safety procedures must be put into place to control allergens and allergen ingredients within the premises. A means to inform customers of allergen containing products must be available if requested. As discussed, the Food Standards Agency allergy matrix can be a useful tool to quickly reference which products contain allergen ingredients. Information relating to allergies contained within the food sold from the premises must be available to staff so that they can pass this onto the customer if required. If food is sold online or by phone through distance selling, allergen information must be provided at two stages in the order process. You must provide allergen information: • before the purchase of the food is completed - this can be in writing (on a website, catalogue or menu) or orally (by phone) • when the food is delivered - this can be in writing (allergen stickers on food or an enclosed copy of a menu) or orally (by phone) Allergen information should be available to a customer in written form at a point between a customer placing the order and taking delivery of it. Takeaway meals should be	By 1st July 2026 □
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labelled clearly so customers know which dishes are suitable for those with an allergy. More information can be found at:
[Allergen guidance for food businesses | Food Standards Agency](#)
[Allergen checklist for food businesses | Food Standards Agency](#)

Please see Food Hygiene Improvement Notice 26/00058/FHIMP relating to this matter.

45

Regulation (EC)
No 852/2004
Annex II Chapter
XII Paragraph 1

The level of food hygiene awareness amongst food handling staff was inadequate as staff preparing high risk open food have not received any formal food hygiene training. They were also working alone and unsupervised and from practices observed at the time had little understanding of risks associated with cross contamination.

Ensure that all food handlers engaged in your food business are supervised, instructed and/or trained in food hygiene matters as necessary, bearing in mind the type of work which they do.

Suitable courses can be found on-line. Food handlers must have Level 2 award in food safety in catering as a minimum.

**By 1st July
2026**



Staff should also undertake food allergen training. Free training is available here:

[Home | FSA Food Allergy Training](#)

Please see Food Hygiene Improvement Notice 26/00057/FHIMP relating to this matter.

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

It was evident that there are inadequate procedures in place to control pests within the premises, as staff working at the premises were not aware of the pest activity that had been noted several days earlier by other staff members. In addition, no measures to seek professional help or to try and properly seal the ingress point had been carried out.

Staff working at the premises had not been given any instruction on how to check for pest activity. They were also not aware what the signs of an infestation/activity are or how to ensure the food was adequately protected.

Gnawed boxes and expandable foam debris have not been noted by staff and had not been cleared away.

You must put procedures in place to control pests.

This should include regular checks by yourselves to look for signs of pests. Where signs of pests are found, you must liaise with staff and ensure that steps are taken to ensure that food is protected and disinfection of equipment is carried out.

Measures to prevent ingress should be taken, and checks made daily for signs of fresh activity.

You should also seek help and guidance from a competent pest control company and ensure regular visits are made should pest problems occur until you are satisfied that the pests have been eliminated.

**Immediately
and on-going**



47	Advice	You should set up a contract with a reputable pest control company. It is important that your pest controller is competent, and you should expect them to: - Keep rodents and other pests out for you or leave written recommendations on pest proofing for you to follow. - Eradicate any pests found without delay and not for example assume that droppings are 'old' or 'there's only a light infestation. Rooms in which food is stored or handled must be kept completely pest free. It is also worthwhile to check that the pest controller that you choose is a member of the British Pest Control Association (BPCA), the National Pest Technicians Association (NPTA) or similar. Please note that while having a pest control contract goes some way towards meeting the legal requirement to have procedures in place to control pests, the primary responsibility for pest control lies with you as the food business operator.
48	Advice	At the time of the inspection, there was no stock control system in place for food prepared on the premises and not all foods were being labelled with the date of opening or preparation. Foods delivered from Tipu Sultan were also not being labelled with the date of production/use-by date. It is recommended that a system of date coding for high-risk foods is introduced to ensure stock is rotated and is not used beyond its shelf-life.
49	Advice	I strongly recommend that you download the E coli 0157 caterers cross contamination factsheet as this contains important information relating to cross contamination. E. coli O157 Cross-contamination Caterers Factsheet (food.gov.uk)

As discussed, it is strongly recommended that you keep records of the checks that are critical to food safety. Such records can be invaluable in helping you demonstrate due diligence. As a guide you should record the following:

50	Advice	• Fridges must be 8oC or below • Freezers should be -18oC or below • Cook foods to 75oC or above • Keep food hot at 63oC or above • Reheat foods to 82oC or above • A digital probe thermometer will help you accurately monitor temperatures. You can check that it is working accurately by placing it in boiling water monthly and checking that it reads between 99-101oC. • A detailed cleaning schedule that specifies what items need to be cleaned, how often they need to be cleaned, what equipment is needed to clean them
51	Advice	Food hygiene certificates that food handlers have been awarded should be kept at your business premises to demonstrate the level of training that has been achieved.