

**Mr N J Thurstan DMS MCIEH**

Assistant Director  
(Environment, Health, & Regulatory Services)

Reference: 77418/A3/DG  
Please ask for: xxx  
Telephone: 01827 709 419  
Fax: 01827 709 434  
Email: dawn-grove@tamworth.gov.uk

Mr xxx  
Perfect Pizza  
Unit 19  
Beauchamp Industrial Park  
Watling Street  
TAMWORTH  
Staffordshire  
B77 5BZ

3 July 2009

Dear Sir

**Regulation (EC) No 852/2004 applied by Regulation 17(1) of the Food Hygiene (England) (No 2) Regulations 2006 (Other legislation and relevant parts of EC 852 are specified below as applicable)  
Health & Safety at Work etc Act 1974 (HSW)  
Perfect Pizza Unit 19 Beauchamp Industrial Park Watling Street  
Tamworth**

I wish to confirm the inspection of the above mentioned premises on 1 July 2009 during which I was accompanied by Mr xxx. The attached schedule details the action to be taken to comply with the law and recommendations considered to be good working practice.

**Schedule A** outlines the work needed to comply with the law. This work or work considered equally effective must be completed, subject to approval by this unit, in the time stated in the schedule.

**Schedule B** lists all 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.

If you consider any of the work required in this letter unreasonable or would like to discuss any issues, please contact me on the above number, or my Manager, xxxx, on 01827 709 437.

**Please let me know when you have taken the necessary action. Sending me an annotated copy of the schedules will be acceptable. If no written reply is received, a visit by an inspector may be scheduled. At any visit, inspectors are required to consider whether any breaches of relevant legislation are sufficiently serious to require remedial measures, and whether enforcement action is necessary.**

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. Please note that parts of this inspection report will appear on the following website:

[www.ratemyplace.org.uk](http://www.ratemyplace.org.uk)

I enclose your "ratemyplace" certificate and associated inspection summary. I recommend that you display the certificate in a prominent position on the premises.

Should you require any further advice or assistance please do not hesitate to contact this unit.

Yours faithfully

**xxx**

Environmental Health Officer

Enc

C.C. Employees  
Perfect Pizza  
Unit 19  
Beauchamp Industrial Park Watling Street  
TAMWORTH  
Staffordshire  
B77 5BZ

# Schedule of Works

Perfect Pizza Unit 19 Watling Street Tamworth

## Schedule A

### HEALTH AND SAFETY

#### 1 Risk Assessment (More than 5 employees)

A risk assessment must be carried out of all the hazardous operations and work activities at your business which may affect the health and safety of your employees or other persons. The purpose of the risk assessment is to help determine the appropriate precautionary measures which are necessary to comply with current health and safety legislation. Employers with 5 or more employees must record the significant findings of the assessment in writing. The guidance leaflet "Introduction to Health and Safety " INDG256(rev1) was given to you during our meeting on 3 July 2009 which provides guidance on how to carry out such an assessment. Further information can be found in an Approved Code of Practice entitled "Management of Health and Safety at Work" ISBN 0-7176-2488-9.

Your assessments should include slips and trips, violence in the workplace and other topics listed in the Introduction to health and safety leaflet".

You have 4 months to complete your risk assessments.

*Management of Health and Safety at Work Regulations 1999 Regulation 3*

#### 2 No Safety Policy

There was no evidence of a written safety policy statement. Where there are five or more employees a written statement of general policy with respect to health and safety must be provided and revised as often as appropriate. The health and safety policy statement should set out how you manage health and safety in your organisation. It is a unique document that shows who does what; and when and how they do it. This document should be drawn up in a comprehensive form dealing with the full range of work activities, and made available for staff.

The HSE leaflet "Introduction to health and Safety" (INDG259(rev1) ) given to you during our meeting contains a template policy.

You have 2 months to complete this item.

*Health and Safety at Work etc. Act 1974 Section 2(3)*

#### 3 Asbestos

You have not made a suitable and sufficient risk assessment of asbestos containing materials (ACMs) present in the premises over which you have control. You have not taken reasonable steps to assess the condition of ACMs.

You have not made an inspection of those parts of your premises that are reasonably accessible. You have not produced a written plan of the premises which identifies the steps to be taken to manage the risk including:

- The measures to be taken to ensure that any ACM is properly maintained or, where necessary, safely removed;
- The measures to ensure that information about the location and condition of any ACM is provided to those liable to disturb it; the steps to be taken to ensure that such information is made available to the emergency services; and
- The measures to be taken to monitor the condition of ACMs on your premises.

You should engage a competent person, working to HSE Publication MDHS 100 "*Surveying, sampling and assessment of asbestos-containing materials*", to identify what type of ACMs are present in your premises, where they are, what condition they are in and what measures you should take to manage the risk associated with them.

Alternatively, you can do the following:

1. Find out if there ACMs in the premises by carrying out a visual inspection of the premises and consulting any documents, plans or drawings you can reasonably obtain. Your assessment should include both internal and external areas of your premises.
2. Presume that any material contains asbestos, unless you have strong evidence to the contrary.
3. Check the condition of any materials known or presumed to contain asbestos.
4. Record the position and condition of known and presumed ACMs.
5. Assess how likely it is that the position and location of the material will result in it being disturbed.
6. If the ACM is in poor condition or is likely to be damaged, determine what the best method of managing the risk is e.g. repair, seal enclose or remove it. Record your decision and, if additional measures are necessary, make arrangements to carry them out using a licensed contractor if necessary.
7. Put in place a plan to manage the risks from the ACMs remaining on your premises. The plan should address the following:
  - (a) measures, including signs where appropriate, to ensure that the location and condition of any ACM is provided to every person liable to disturb it. This should include your employees, and any contractors you engage to work on your premises;
  - (b) measures to be taken if maintenance work is identified as necessary in an area known or presumed to contain ACMs.;
  - (c) measures to be taken to ensure that the information about the location and condition of any known or presumed ACMs is made available to the Emergency Services. You should provide a copy of your floor plan detailing the location of known or presumed ACMs together with premises address and your contact details to:

John Bakewell

Fire Safety Officer  
Staffordshire Fire and Rescue Service  
Birmingham Road  
Lichfield  
WS13 6HU

- (d) measures to be taken to monitor the condition of any known or suspected ACMs.
8. the above information should be recorded in a retrievable form and an easy to understand way. Your arrangements for making this information available to the appropriate persons should take into account the possibility that key personnel may not always be available on site.

Further information on the management of asbestos is available in:

HSE publication INDG233(rev3), "*A Short Guide to Managing Asbestos In Premises*", which I left with you at the time of my visit.

HSE publication MDHS "Surveying, Sampling and Assessment of asbestos-containing materials" ISBN 0-7176-2076 X

Web version: [www.hse.gov.uk/pubns/mdhs/index.htm](http://www.hse.gov.uk/pubns/mdhs/index.htm)

More detailed guidance is available in the HSE Priced Publication L127 "*The management of asbestos in non-domestic premises*" (ISBN 0-7176-6209-8) It is available from HSE books tel 01787 881165, or from bookshops.

You have 4 months to complete this item.

*Regulation 4 The Control of Asbestos Regulations 2006*

#### 4 **Control of Substances Hazardous to Health (COSHH) Preventing Dermatitis in Catering Establishments**

No suitable and sufficient assessment has been made of the risks of dermatitis and precautions concerning substances hazardous to health used at the premises e.g. cleaning chemicals, wet working.

'Wet work' means work that involves hands being wet for significant periods during the working day. As a guide more than two hours a day or 20-40 hand washes a day. It is of particular concern when in combination with exposure to soap and detergents.

You must assess the risk of dermatitis from substances hazardous to health. To carry out a suitable assessment you will need to obtain the safety data sheets for the chemicals you intend to use. The following leaflets were given to you during the inspection which should assist you:

- COSHH – a brief guide for employers" (Ref: INDG136rev3),
- Preventing contact dermatitis at work
- Look after your hands in the kitchen.

The enclosed leaflets may also assist you:

- Health surveillance for occupational dermatitis
- Diluting Chemical Concentrates

- Manual cleaning and disinfecting surfaces
- Storing chemical products

You have 4 months to complete this item.

*Regulation 6 Control of Substances Hazardous to Health Regulations 2002*

## 5 **Reporting of accidents**

You are reminded of the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 which requires that accidents are recorded and reported to the incident contact centre. Further guidance is contained within the guidance booklets given to you during our meeting.

Records must be kept of all reportable accidents. A suitable accident book is published by HSE Books (Accident Book BI 510). This publication will allow you to comply with legal requirements to record accidents at work.

HSE Books,  
PO Box 1999,  
Sudbury,  
Suffolk  
CO10 2WA.  
Tel: 01787 881165

## FOOD SAFETY

### 1 **No documented food safety management system**

You must be able to show what you do to make sure that food made or sold at your premises is safe to eat. During the inspection of your premises it became clear that you have not done enough to identify control and monitor all steps and activities of your food business that are needed to make certain food is safe. New regulations that apply from 1 January 2006 also say that you must write down simple details of what you do to make food that is safe to eat.

As discussed you should be able to explain how you have carried this out on my next inspection or revisit.

You also need to keep ongoing records demonstrating that food safety management procedures are working effectively. You are required to keep records demonstrating that you have:

- Implemented effective monitoring procedures to ensure food safety;
- Taken suitable corrective actions when monitoring indicates that corrective action is necessary to ensure food safety;
- Checking that all the measures you are taking to ensure food safety are working effectively.
- Reviews of your food safety activities to verify that the food safety management procedures are working effectively.

You must ensure that your documentation is up to date at all times.

In order to comply with this requirement I suggest that you follow the guidance issued by the Food Standards Agency Safer Food Better Business. The scope of this pack however, will not cover the off-site delivery activities. I therefore, recommend that you use the supplementary guidance contained in Cook Safe. Copies of Cook Safe pages for hot and cold off site delivery were given to you during our meeting.

You should address this item forthwith.

*Regulation (EC) 852/2004 Article 5 para 1*

## **2 Personal hygiene**

It was apparent during my inspection that the level of food hygiene awareness amongst your staff was inadequate. A member of staff was washing their hands in the equipment sink over cleaned equipment. They were not using the wash hand basin.

You must 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.

You must address this item forthwith.

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

## **3 No labelling system for use by of defrosted food items**

It was noted that frozen food is defrosted in the walk in refrigerator in advance of the day of use. However, you are not marking such products with the day of defrosting, nor the date by which they must be used.

You should introduce a system of labelling to ensure sufficient stock rotation. You should ensure food is used as soon as possible after defrosting in accordance with the time periods recommended by your ingredient supplier.

## **4 No monitoring checks on temperatures**

Although you appear to have controls in place, it is not clear how these are being monitored at critical control points. The monitoring needed should be simple and focused on the important food safety issues which you have identified in your particular business; for example ensuring that food is stored, displayed or cooked at the right temperature and that any ready to eat foods delivered to the premises are in good condition and within any specified use by date on arrival.

You need to provide some evidence that your business is monitoring your procedures, either using physical checks such as noting temperatures or via sensory checks. You as the person responsible for food safety should be able to explain the chosen method of monitoring

I recommend you ensure the reheating process is adequate, for example for chicken pieces, by periodically checking the centre temperature of the food using a clean probe thermometer. The core temperature of the food should reach at least 75°C for 2 minutes. I recommend that you keep a written record of these checks. This can be helpful in addition to visual checks on the food to determine whether it is properly reheated.

I recommend you make regular checks of your equipment for storing cold foods to ensure it is working correctly and you keep a written record of your checks. You can use the thermometer built into the equipment but this will only measure the air temperature at a single point in the unit, not the temperature of the food.

It is advisable to use alternative equipment such as an independent thermometer or probe thermometer. Probe thermometers can be used to check both hot and cold temperatures and will measure both air and food temperatures.

You should address this item forthwith.

*Regulation (EC) 852/2004 Article 5 para 2 (d)*

## 5 **Cleaning**

The following items located in the front right hand side room were not clean:

- Walls and grille of walk in cold room
- Dough roller

Hand contact points were also dirty, for example light switches, handles to refrigerators.

Thoroughly clean the equipment to minimise any risk of contamination of food

I strongly recommend that you draw up a cleaning schedule. This will help you ensure that all aspects of your operation are covered by:

- allocating specific tasks to your staff;
- specifying what cleaning materials should be used and the method;
- specifying how often items/areas should be cleaned;
- specifying any safety precautions for staff.

Further guidance is contained in the safer food better business pack.

Of particular note, at the time of the inspection it was clear that you have not been making up your sanitiser solution at the correct dilution rate. Most cleaning chemicals are concentrated, so you need to add water to dilute them before they can be used. It is important to follow the manufacturer's instructions on how much water to use with the chemical. This is the 'dilution rate'. If you add too much or too little water, then the cleaning chemical might not work effectively.

*(Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a).)*

**Ventilation**

The filters were missing from their position in the canopy. Appropriate filters must be installed immediately to reduce nuisance from odours and avoid grease accumulating in inaccessible parts of the ducting.

*Regulation (EC) 852/2004 Annex II Chapter I para.5*

**Schedule B**

No items.

## **Newsletter**

It is your responsibility to ensure the health and safety of employees and others, such as members of the public, who may be affected by the way you run your business. Similarly, if you run a food business it is your responsibility to ensure the safety of the food you supply.

My inspection sampled how you are complying with your legal responsibilities and did not examine all aspects of your business.

The following web sites may help you to keep up to date with changes which may affect your business:

The HSE website:

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

The Food Standards Agency:

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

## **Pest Control**

A useful pest control guidance booklet can be downloaded free of charge from the following web address:

[http://www.cieh.org/policy/pest\\_control\\_food\\_industry.html](http://www.cieh.org/policy/pest_control_food_industry.html)

## **Report an Accident**

Call 0845 300 9923 or report online at: <http://www.hse.gov.uk/riddor>

## **Risk Assessments don't have to be long and complex**

Use the example risk assessments on the HSE web site as simple guides to help produce your own.

Visit the HSE website: [www.hse.gov.uk/risk](http://www.hse.gov.uk/risk)

## **Slips & Trips**

The HSE has just launched STEP an e-Learning package providing slip and trip guidance. STEP is a free to use online tool. It sits on the HSE web site.

<http://www.hse.gov.uk/shatteredlives>

STEP will also be available on DVD via HSE books; there will be a small charge for this of £5.00 plus Vat.

## Workplace Transport

Help prevent accidents, assess and manage vehicle and driver safety by using the HSE “Route Map”. This is a website for anyone involved in transport in the workplace such as retailers, site designers, banksmen, fork lift drivers etc. It provides resources to help you tackle vehicle safety at work including guidance, tools, safety signs, case studies and videos.

<http://www.hse.gov.uk/workplacetransport/index.htm>



The screenshot shows the HSE website interface for 'Vehicles at work'. The header includes the HSE logo, 'Health & Safety Executive', and 'Vehicles at work'. A left-hand navigation menu lists various topics such as 'Vehicles home', 'All in all', 'Training', 'Site layout and maintenance', 'Management responsibilities', 'Vehicle selection and maintenance', 'Design tools', 'Case studies', and 'Practical examples'. The main content area is titled 'Vehicles at work - the Route Map' and includes a sub-header: 'Help prevent accidents, assess and manage vehicle and driver safety at work'. Below this, there are four image-based sections: 'Personnel' (a yellow silhouette of a person), 'Site layout and maintenance' (a close-up of a tire tread), 'Management responsibilities' (a yellow forklift), and 'Vehicle selection & maintenance' (a close-up of a metal ball joint).