

East Cambridgeshire District Council
The Food Safety and Hygiene (England) Regulations 2013
Report of Intervention

Environmental Services, The Grange, Nutholt Lane, Ely, Cambs. CB7 4EE Tel: 01353 665555
foodandsafety@eastcambs.gov.uk

Business name/address: Kebab Station, Newmarket Rd, Bottisham
Inspecting Office: [Redacted] Date: 28/6/23 Time: 15:30 Signed: [Redacted] (EHO/FSO)
Areas examined: mobile + outside area Tel: (01353) 665555
Reason for visit: Food hygiene inspection Type of business: mobile

Records Examined: None
Samples/Swabs taken: None
Written information provided: None
Information to be sent: Letter
Name(s) of person(s) seen: [Redacted]
Key points:
The mobile (inside) was greasy. The equipment had oil/food debris left on it from when it was previously used. The inside of the 2 fridges were dirty. Dried mouse droppings were observed inside the cupboard and 2 live maggots were observed in another cupboard. There were numerous flies inside the mobile and there was a foul smell - probably from the grease/food debris.
Food was found past its use by date: - hummous 25/6 x 2 and milk use by 6th June.
You must clean all of the inside of the mobile, inside the fridges and the equipment before you start to trade / sell food to the public.
Food that posed a food safety risk was disposed of at the time of the inspection.

A report only covers those areas inspected at the time. It does not necessarily signify compliance with all matters under relevant food legislation. If you are dissatisfied with anything relating to the inspection please contact the Senior EHO (Commercial) on 01353 665555. It is the responsibility of the Food Business Operator to comply with food hygiene legislation.

Action by Local Authority: None Advisory See Above Letter Revisit Formal Proceedings

Inspection form received by: Name: [Redacted] Signed: [Redacted]
Position: [Redacted]

PART 1: POTENTIAL HAZARD

	<u>SCORE</u>
A. <u>Type of food and method of handling</u>	
Manufacturers of high-risk food, wholesalers and packers who re-wrap or re-pack high-risk foods	40
Preparation, cooking or handling of open high-risk foods, except caterers preparing <20 meals a day	30
Preparation, cooking or handling by caterers of open high-risk foods but serve <20 meals a day	
Handling of pre-packed high-risk foods	
Wholesalers and distributors not included in the categories above	10
Manufacture or packing of foods other than high-risk	
Establishments involved in the filleting, salting of fish for retail sale to final consumer	
Retail handling of foods other than high-risk and other ambient shelf stable products	5
B. <u>Method of processing</u>	
Establishments that undertake a specific method of processing that has the potential to increase the risk to public health is given an additional score under this section, for example:	
<ul style="list-style-type: none"> • Vacuum packing • Sous-vide cooking • Manufacture of cook/chill food • The cooking and cooling of meat products prior to service • Establishments that manufacture, prepare or serve high-risk uncooked or lightly cooked ready to eat food of animal origin 	20
C. <u>Consumers at risk</u>	
Food businesses involved in the manufacture, distribution, packing or wrapping, where food is distributed nationally or internationally	15
Businesses serving a substantial number of customers including a significant proportion from outside the local area	10
Businesses whose customers are likely to be living, staying or working in the local area	5
Businesses typically supplying <20 consumers per day	0
PLUS: Additional score for establishments involved in the production or service of food intended specifically for consumption by vulnerable risk group of more than 20 persons	22

PART 2: LEVEL OF CURRENT COMPLIANCE

<u>Food hygiene and safety procedures</u>	
Almost total non-compliance	25
General failure to satisfy statutory obligations, standards generally low	20
Some major non-compliance, more work required to prevent fall in standards	15
Some non-compliance, not considered significant in terms of risk	10
Good standard of compliance with only minor contraventions	5
High standard of compliance, conforms to accepted good practices in the trade	0
<u>Structure of the establishment</u>	
Almost total non-compliance	25
General failure to satisfy statutory obligations, standards generally low	20
Some major non-compliance, more work required to prevent fall in standards	15
Some non-compliance, not considered significant in terms of risk	10
Good standard of compliance with only minor contraventions	5
High standard of compliance, conforms to accepted good practices in the trade	0

PART 3: CONFIDENCE IN MANAGEMENT/CONTROL PROCEDURES

Poor track record of compliance. Little or no food safety knowledge and understanding	30
Little or no appreciation of hazards, risks or quality control. No food safety management procedures	
Does not recognise or accept the need for food safety and hygiene controls	
Significantly varying record of compliance. Insufficient food safety knowledge and understanding	20
Poor appreciation of hazards and control measures	
No food safety management procedures or unsatisfactory progress in terms of developing, documenting and implementing food safety management procedures. Some reluctance in recognising/accepting the need for food safety and hygiene control procedures	
Satisfactory record of compliance. Understanding of significant hazards and control measures in place	10
Has implemented satisfactory, or is making satisfactory progress towards, documented food safety management procedures	
Good record of compliance. Effective management control of hazards	5
Satisfactory documented food safety management procedures commensurate with type of business	
General compliance with procedures with minor non-conformities not identified as critical to food safety	
Excellent record of compliance. Food Business Operator/Manager knowledgeable and competent	0
Has effective self-checks with satisfactory documented food safety management procedures. Good compliance with food safety procedures	
<u>Significant risk</u>	
An additional score of 20 is included where there is a significant risk of food being or becoming contaminated with Clostridium botulinum, E.coli O157, other VTEC, Salmonella, Bacillus cereus	20

Food hygiene intervention frequencies

Category	Score	Minimum intervention frequency
A	92 or higher	At least every 6 months
B	72 to 91	At least every 12 months
C	52 to 71	At least every 18 months
D	31 to 51	At least every 24 months
E	0 to 30	Alternative enforcement strategies or interventions every 3 years



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555

www.eastcambs.gov.uk

This matter is being dealt with by:

Telephone: 01353 665555

E-mail: [REDACTED]@eastcambs.gov.uk

My Ref: 23/00052/MIXED

Your ref:

3rd July 2023

Dear [REDACTED]

Food Safety Act 1990

Food Safety and Hygiene (England) Regulations 2013

Regulation (EC) No 178/2002 and 852/2004

Re: Kebab Serata, Greengables, Newmarket Road, Bottisham, Cambridge, CB25 9BD.

I refer to my partial food hygiene inspection of the above premises carried out on the 28th June 2023 when I spoke with yourself. The kebab van was not trading when I arrived to undertake the inspection and due to poor standards found you agreed not to open until the whole of the inside of the mobile and the equipment had been thoroughly cleaned. During the inspection the electric tripped and for a period of time there was no access to running water. You repaired this whilst I was at the premises.

The standards found at the time of the inspection were well below those required by food hygiene laws and this is reflected in your zero rating under the Food Standards Agency's Hygiene Rating Scheme.

The matters detailed in the attached schedule require your attention. This confirms the things you need to do to comply with the law with the relevant legislation listed under each item. Some items may be listed as recommendations and these are included to give you advice in support of your business, but are not requirements in law.


Any legal requirements relating to cleaning, temperature control and practices require your attention immediately. Other items should be completed within the next two months.

A re-visit will take place within a week when it is expected that all legal requirements will have been attended to.

Should you fail to attend to these items within this period formal action will be considered. Please be aware that your business will not be issued with a new food hygiene rating after this re-visit.

Where a food business repeatedly fails to comply with a legislative requirement it is usual for the Authority to resort to formal enforcement action to secure compliance. The formal enforcement action in this case would be prosecution or a simple caution. Should the poor standards of hygiene continue, then this Department would have no hesitation in considering legal proceedings for non-compliance with food hygiene legislation.

Your Food Hygiene Rating

Confidence in management/ control procedures	30
Compliance with food hygiene and safety procedures	15
Compliance with structural requirements	20
Food hygiene rating	<p>0</p> 

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
Total score	0	—————→				80
Level of compliance	High	—————→				Low

A sticker showing your rating is enclosed. Continuing to display old stickers and certificates can constitute an offence under Trading Standards legislation. Stickers and certificates remain the property of the local authority and all rights are reserved.

Your rating will be published on the Food Standards Agency's (FSA) website at <https://ratings.food.gov.uk/> within 28 days after the date of the inspection.

You may request that the rating is published before this. Details can be found on the FSA's website at <https://www.food.gov.uk/business-guidance/food-hygiene-ratings-for-businesses>

Appeals, Right to Reply, and Re-Visits

If you consider that the rating given is wrong or unfair you have 21 days in which you can **appeal** against this. You should appeal to the Lead Food Officer at foodandsafety@eastcambs.gov.uk or at the address above. I 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 the 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 of reply'** so that you can explain this to potential customers who look up your rating online.

If you have acted to rectify the non-compliances identified at the time of the inspection you can **request a re-visit** with a view to being given a new and possibly higher food hygiene rating. Re-rating visits are now charged at a fee of £150 before the re-rating inspection is undertaken.

A web link to information on the scheme including template forms for lodging an appeal, 'right to reply' or requesting a re-visit (re-rating visit) is available at <http://www.eastcambs.gov.uk/food-safety/national-food-hygiene-rating-scheme>

Should you require any further information or advice or wish to discuss these matters, please do not hesitate to contact me on the details at the head of this letter. If you have any comments regarding the inspection or advice issued, please contact Richard Garnett, Senior Environmental Health Officer, on 01353 665555.

Yours sincerely


Environmental Health Officer (Commercial)



Food Hygiene Inspection Schedule

Food Hygiene and Safety

1. Milk (use by 6th June) and 2 containers of houmous (use by 25th June) were found in the small refrigerator which were past the manufacturer's use-by date. The use-by date is the date until which the manufacturer of the food guarantees it is safe to eat. After the use-by date a food shall be deemed to be unsafe. It is an offence to sell, use or expose for sale food with an expired use by date. Stock must be checked daily and food past its use-by date must be disposed of.

(Regulation (EU) No 1169/2011 Article 24 (1) and Regulation (EC) No 178/2002 Article 14)

These foods were voluntarily disposed of at the time of the inspection.

2. Opened containers of sauces, e.g. mayonnaise, garlic mayonnaise, burger sauce etc. were being stored at ambient temperature, contrary to the manufacturer's instruction to refrigerate after opening. Ensure that storage requirements are adhered to in-order to prevent the growth of yeasts and moulds.

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

3. Opened containers of sauces were not dated when they were opened. Manufacturer's instructions state that once opened the sauces must be used within a stated period, usually 4 or 6 weeks. It is important that you follow the manufacturer's instructions with regards to shelf life of foods, as this will ensure that the food is safe to consume. You must ensure that the sauces are dated when opened and used within the manufacturer's guidelines.

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

4. The cleaning cloths were in a dirty condition and liable to cause risk of contamination. These must be disposed of and replaced with new cleaning cloths.

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

5. There were no hand drying facilities to the wash hand basin in the kitchen as there was no blue roll in the dispenser. All wash hand basins must be provided with hygienic hand drying facilities at all times.

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

6. Containers which come into direct contact with food were being stored in the metal storage shed next to and on top of dirty DIY tools. Food packaging must be stored in such a manner that it is not exposed to a risk of contamination. Food trays must be stored inside the mobile.

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

Structure and Cleanliness

7. Food Business Operators must take all reasonable precautions to prevent food pests, namely rats, mice, cockroaches and flying insects entering food storage and preparation areas. This is to prevent the contamination of foodstuffs. During the inspection numerous dried mouse droppings, numerous flies and 2 live maggots were noted in the mobile vehicle. Appropriate treatment methods must be used to eliminate these pests.

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

8. The standard of cleaning to the structure of the whole mobile was generally poor. A thorough deep clean and disinfection of the mobile is required. All areas must be maintained in a clean condition. In particular the following areas were dirty and/or greasy:

- The food storage containers;
- The small fridge;
- The large fridge;

- The handle to the freezer near the door;
- The kebab cooking machine;
- The sink;
- The wash hand basin;
- The extension lead;
- The floor.

These areas must be thoroughly cleaned and maintained in a clean condition.

(Regulation (EC) No 852/2004 Annex II Chapter I Para 1)]

9. The fat drainage drawer to the griddle was full to the brim with fat. This must be emptied and cleaned.

(Regulation (EC) No 852/2004 Annex II Chapter I Para 1)]

10. The green coloured plastic chopping board was worn and in such a condition as to prevent thorough cleansing and disinfecting, presenting risks of contamination. You must remove this green chopping board from the premises.

(Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a) and (b))

Confidence in Management

11. Your business has been rated 30 for confidence in management/control procedures. The confidence in management score is based mainly on your food safety management system and food handler's training, supervision and instruction. Furthermore, the confidence in management score is also based on whether the hazards have been identified and appropriate controls are in place. In my opinion the significant hazards associated with your operation have not been fully understood and controls were not in place at the time of the inspection. Significant improvements in food safety procedures and implementation of controls are required.

12. In my opinion you are not managing the food business to a satisfactory standard with regards to food hygiene and safety. Firstly, on arrival at the inspection you had not set up the sink or wash hand basin and there was no running hot/cold water. You advised me you were cleaning the mobile before starting to trade, however it is not possible to clean properly without hot water. Secondly, the cleaning of the mobile should be undertaken in the evening and not left until the following day. This will remove any potential food source for pests. Thirdly, you were keeping empty bottles of sauces in the mobile. Fourthly, the standards of cleaning were very poor which was attracting pests into the mobile.

(Regulation (EC) 852/2004 Chapter 1 Article 1 para 1 (a)) and (Regulation (EC) No 852/2004 Annex II Chapter IX Para 3)

13. Due to the poor standards of cleanliness and observations made at the time of the inspection and detailed throughout this letter, it was apparent that the level of your food hygiene awareness was inadequate. You must ensure that all food handlers engaged in your food business are supervised and instructed and/or trained in food hygiene matters to a level appropriate to their work activity.

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

Recommendations

1. A bag of chopped celery was found in the small fridge which was past its best before date of 21st May. The best before date is the date until which the manufacturer of the food guarantees the quality of that product. It is recommended you do not use food that is beyond the best before date and you check your goods regularly to ensure efficient stock rotation.

2. It is recommended that you install an electric insect killer in the mobile. It should be situated in an area away from main light sources and food preparation surfaces.

3. It is recommended that you remove the 2 tins of paint from the mobile.

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foodandsafety@eastcambs.gov.uk

Business name/address: Kebab Savata, Newmarket Rd, Bottisham
Inspecting Officer: [redacted] Date: 5/7/23 Time: 15:50 Signed: [redacted] (EHO/FSO)
Areas examined: mobile Tel: (01353) 665555
Reason for visit: Revisit Type of business: mobile

Records Examined: None

Samples/Swabs taken: None

Written information provided: None

Information to be sent: None

Name(s) of person(s) seen: [redacted]

Key points:

The whole of the mobile and equipment must be cleaned and degreased.

You must get your pest control contractor to visit on Friday to check the bait boxes.

You were issued with your final warning. If the mobile is not clear by Tuesday then formal action will be taken by this department.

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Action by Local Authority: None Advisory See Above Letter Revisit Formal Proceedings

Inspection form received by: Name: [redacted] Signed: [redacted]

Position: [redacted]

PART 1: POTENTIAL HAZARD

	<u>SCORE</u>
A. <u>Type of food and method of handling</u>	
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B. <u>Method of processing</u>	
Establishments that undertake a specific method of processing that has the potential to increase the risk to public health is given an additional score under this section, for example:	
• Vacuum packing	
• Sous-vide cooking	20
• Manufacture of cook/chill food	
• The cooking and cooling of meat products prior to service	
• Establishments that manufacture, prepare or serve high-risk uncooked or lightly cooked ready to eat food of animal origin	
C. <u>Consumers at risk</u>	
Food businesses involved in the manufacture, distribution, packing or wrapping, where food is distributed nationally or internationally	15
Businesses serving a substantial number of customers including a significant proportion from outside the local area	10
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PLUS: Additional score for establishments involved in the production or service of food intended specifically for consumption by vulnerable risk group of more than 20 persons	22

PART 2: LEVEL OF CURRENT COMPLIANCE

<u>Food hygiene and safety procedures</u>	
Almost total non-compliance	25
General failure to satisfy statutory obligations, standards generally low	20
Some major non-compliance, more work required to prevent fall in standards	15
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PART 3: CONFIDENCE IN MANAGEMENT/CONTROL PROCEDURES

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Has implemented satisfactory, or is making satisfactory progress towards, documented food safety management procedures	
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Satisfactory documented food safety management procedures commensurate with type of business	
General compliance with procedures with minor non-conformities not identified as critical to food safety	
Excellent record of compliance. Food Business Operator/Manager knowledgeable and competent	0
Has effective self-checks with satisfactory documented food safety management procedures. Good compliance with food safety procedures	
<u>Significant risk</u>	
An additional score of 20 is included where there is a significant risk of food being or becoming contaminated with Clostridium botulinum, E.coli O157, other VTEC, Salmonella, Bacillus cereus	20

Food hygiene intervention frequencies

Category	Score	Minimum intervention frequency
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The Food Safety and Hygiene (England) Regulations 2013
Report of Intervention

Environmental Services, The Grange, Nutholt Lane, Ely, Cambs. CB7 4EE Tel: 01353 665555
foodandsafety@eastcambs.gov.uk

Business name/address: Kebab Serata
Inspecting Officer: [redacted] Date: 11/7/23 Time: 16:30 Signed: [redacted] (EHO/FSO)
Areas examined: M.S.I. Tel: (01353) 34433
Reason for visit: Revisit Type of business: M.S.I.

Records Examined: ---
Samples/Swabs taken: ---
Written information provided: ---
Information to be sent: ---
Name(s) of person(s) seen: [redacted]
Key points:
① Post control visits should be regular, and urgent if signs are spotted
② Cleaning must be maintained so source of post investigation can be traced
③ Freezer should be defrosted and cleaned
④ maintain stock details of beef burgers for traceability
⑤ clean extract hood
Food hygiene practices have not been seen

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Action by Local Authority: None Advisory See Above 9 Letter Revisit Formal Proceedings

Inspection form received by: Name: [redacted] Signed: [redacted]
Position:



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555

DX41001 ELY

www.eastcambs.gov.uk

██████████
Kebab Serata
Greengables
Newmarket Road
Bottisham
Cambridge
Cambridgeshire
CB25 9BD

This matter is being dealt with by:

██████████
Telephone: 01353 665555
E-mail: ██████████@eastcambs.gov.uk
My Ref: 23/00052/MIXED
Your ref:

12th July 2023

Dear ██████████

Food Safety Act 1990 (As Amended)
Food Safety and Hygiene (England) Regulations 2013
Regulation (EC) No 178/2002 and 852/2004
Re: Kebab Serata, Greengables, Newmarket Road, Bottisham, Cambridge.

I refer to my food hygiene revisit of the above premises carried out on the 11th July 2023. On this occasion I was accompanied by ██████████, the Council's Senior Licencing Officer. No food handling was being carried out and therefore this revisit could only assess the level of cleaning achieved since 5th July and subsequently your food hygiene rating cannot be changed on the basis of this inspection. The business will be inspected in 2 weeks' time during trading hours in order to concentrate on food hygiene matters.

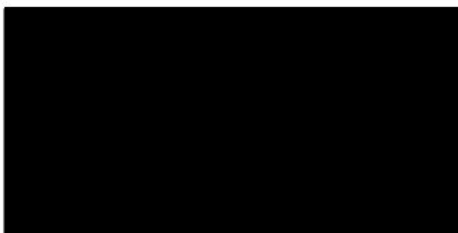
It is not acceptable for Food Premises to be maintained in the conditions found on 5th July. We retain the power to close food businesses and bring forward prosecutions against those businesses that are not maintained in a clean condition with the food protected from the risk of contamination. In addition, it is a condition of your Street Trading License that suitable food hygiene standards are maintained. This means that the business must achieve and maintain a minimum of a 3* Food hygiene rating, as opposed to the 0* rating you currently possess.

When I inspected the premises on 5th July with ██████████ all of the time was taken up discussing cleaning. There are three reasons why food premises must be cleaned and disinfected. The first reason is the food safety must be maintained and a clean premises will limit the possibility of any cross contamination. Secondly, if the premises are kept clean then there won't be a food source for food pests, or secluded areas where they may hide. Finally, if the premises are kept clean it is easier to see if there is any evidence of pest activity.

Whilst a majority of the cleaning items detailed in ██████████ letter of 3rd July have been completed I am not impressed that it took warnings regarding prosecution, and closure to arrive at this point. Even during the visit, I was able to demonstrate a lack of cleaning in some harder to reach areas. As no food handling was taking place, it will be expected that the remainder of the items on that letter will be completed within the next 2 weeks. I have discussed your case with ██████████ and he has confirmed that he is happy to postpone any action being taken against your right to street trade, in light of my findings during yesterday's inspection, and the above-mentioned follow-up plan.

Should you require any further information or advice or wish to discuss these matters, please do not hesitate to contact me on the details at the head of this letter. If you have any comments regarding the inspection or advice issued, please contact [REDACTED], Environmental Health Manager, on 01353 665555.

Yours sincerely



[REDACTED]
Senior EHO (Commercial)