

# Inspection Report



Establishment Name: Anstey Lane Bar and Grill  
Establishment Address: 21 Anstey Lane, Leicester, LE4 0FF  
Food Business Operator: [REDACTED]

Reference: 14/00538/CP  
Date: 23 October 2014  
Inspection Date: 15 October 2014  
Next Inspection: April 2015

Inspector: [REDACTED]  
Telephone: [REDACTED]  
E-mail: [REDACTED]

This is a report of the food inspection that I recently carried out at your food establishment. Following the inspection, according to the Food Hygiene Rating Scheme, I rated your establishment as **0 - Urgent Improvement Necessary**. For information about how your score was calculated, to appeal or to request a re-rating see the leaflet left at the time of the inspection titled 'Your Food Hygiene Rating' or look at [food.gov.uk/ratings](http://food.gov.uk/ratings).

Please display the enclosed certificate in a prominent place inside your establishment and the sticker on your front door or window.

The items listed in this report are contraventions of current legal requirements, except where indicated as **Advice**. The contraventions should be put right within the timescales indicated, which begin on the date that you receive this report.

For further information and advice about food safety, visit [www.leicester.gov.uk/food](http://www.leicester.gov.uk/food) or contact me directly.

No.	Regulation	Contravention	Action Required	Timescale
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### Product Traceability

1	Regulation (EC) No 178/2002 Article 18	There were no systems and procedures in place to identify your food suppliers.	Put into place systems and procedures to identify any person or business that has supplied you with food. This may include keeping receipts and invoices, or keeping a separate list.	Immediate
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### Food Safety Procedures

2	Regulation (EC) No 852/2004 Article 5	You had not documented the procedures that need to be followed to ensure food safety in your business.	Document all those procedures that need to be followed to ensure food safety at your business.	Immediate
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#### Advice

Food safety procedures that must be in place at food establishments include ensuring that high-risk food is stored at safe temperatures within fridges, ensuring food is cooked thoroughly and that risks of cross contamination in food preparation areas are controlled. 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.

A Safer food Better business pack was left with you on 16.10.2014.

Using this pack will ensure that your business will comply with the requirement for 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.

No.	Regulation	Contravention	Action Required	Timescale
	<b>Advice</b>	<p>You must ensure that food is properly cooked until piping hot (to a core temperature of 75 ° c or above).</p> <p>It is good practice to use a temperature probe to carry out two or three temperature checks on cooked foods every night. If when checked, food is found to be below this temperature, then you must alter your cooking practices and cook for longer until this temperature is reached.</p> <p>When you do carry out any temperature probing of foods, keep a record of this in the diary section of Safer Food, Better Business.</p>		
	<b>Advice</b>	<p>I recommend that in addition to checking the temperature of fridges as part of your opening checks, you also write down the actual fridge temperature in the Safer Food, Better Business diary.</p> <p>By writing down temperatures you can monitor the performance of your fridges over time and spot when the fridge needs to be serviced or re-gassed.</p>		
<b>Cleaning and Maintenance</b>				
	<b>Advice</b>	<p>You should draw up a cleaning schedule. This will help you ensure that all aspects of your operation are covered by:</p> <ul style="list-style-type: none"><li>• allocating specific tasks to your staff;</li><li>• specifying what cleaning materials should be used and the method;</li><li>• specifying how often items/areas should be cleaned;</li><li>• specifying any safety precautions for staff.</li></ul>		

No.	Regulation	Contravention	Action Required	Timescale
	<b>Advice</b>	<p>It is essential to use the correct cleaning materials.</p> <ul style="list-style-type: none"> <li>• <b>Detergents</b> or <b>Degreasers</b> are required to clean items or areas which are greasy or oily. These materials do not kill bacteria.</li> <li>• <b>Disinfectants</b> should be used on surfaces which come into contact with food or hands, and must be of a 'food safe' type. They kill bacteria but do not have cleaning properties. It is important to clean items or areas with detergent before using disinfectants.</li> <li>• <b>Sanitisers</b> are chemicals which have detergent and disinfectant properties. When used in food preparation areas they must be of a 'food safe' variety.</li> </ul> <p>For advice on the most appropriate materials for your needs, contact your supplier. Care must be taken with the use of cleaning materials. The manufacturer's instructions must always be followed.</p>		
	<b>Advice</b>	<p>Items such as mops, buckets and brooms are stored in an area, room or cupboard separate from a food preparation or storage area so that the risk of food contamination is minimised.</p>		
<b>Pest Control</b>				
3	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 1	There were mouse droppings in the kitchen under fridges and freezers, under and on sink unit, on shelving below the serving counter and on the food prep shelf where ingredients are stored.	Clean the mouse droppings away and thoroughly clean and disinfect the surrounding area.	Immediate
4	Regulation (EC) No 852/2004 Annex II Chapter I Paragraph 2(c)	There is an air vent in the external wall that could allow pests to gain entry to the building.	Block the gap around the air vent and provide suitable mesh screens or grilles over the airbricks to prevent pest entry.	Immediate

No.	Regulation	Contravention	Action Required	Timescale
5	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 4	During the inspection mouse activity was noted in the kitchen, bar store room and cellar.	Appropriate treatment methods must be used to eliminate these pests.	Immediate
6	Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 4	You did not have adequate procedures in place relating to the control of pests.	You must put procedures in place to control pests. This should include regular checks by yourselves to look for signs of pests, adequate liaison with your pest control company and regular visits by your pest control company should pest problems occur until you are satisfied that the pests have been eliminated.	Immediate

**Advice**

Good housekeeping is essential to prevent pest activity. It is vital that you:

- Keep your establishment clean, with no bits of food left to accumulate and provide food for pests. Pay particular attention to floor areas under equipment and fixtures (particularly behind fridges and freezers), which are areas that may be missed but are frequently inhabited by rodents and insects.
- Position fixtures and food off the floor and away from walls to enable you to check for signs of pests.
- Dispose of waste carefully, in bins with close fitting lids which are emptied regularly.
- Keep food in sealed containers and off the floor where possible.

No.	Regulation	Contravention	Action Required	Timescale
	<b>Advice</b>	<p>You should carry out regular, thorough checks for evidence of pests and keep a record of the checks. Signs of pests you should look for include:</p> <ul style="list-style-type: none"> <li>• Droppings on floors, shelves and other surfaces.</li> <li>• Gnawed parts of the building, fixtures and/or food and food packaging.</li> <li>• Greasy smear marks along walls and around gaps.</li> <li>• An unusual, 'musty' smell.</li> <li>• Sightings of pests, alive or dead.</li> </ul> <p>Using a torch will help you to spot signs of pests in the dimly lit areas of your building where pests are most likely to be found.</p> <p>If any of these signs are detected, the pests must be killed by a competent person without delay and the affected areas thoroughly cleaned and disinfected <b>BEFORE</b> food is handled.</p>		
	<b>Advice</b>	<p>Ensure that bait boxes are correctly positioned at the wall/floor junctions to maximise their effect. Mice are unlikely to enter boxes that are not positioned in this manner, as they tend to run along wall/floor junctions.</p>		
	<b>Advice</b>	<p>Food and packaging should be raised off the floor on shelves, crates or pallets. A gap should also be left between stock and the rear wall. If you do this, checks can easily be made for signs of pest activity.</p>		
<b>Washbasins</b>				
	<b>Advice</b>	<p>At the time of the inspection the hand soap in use was not antibacterial. It is recommended that antibacterial soap is used.</p>		
<b>Equipment</b>				
7	Regulation (EC) No 852/2004 Annex II Chapter V Paragraph 1(a)	The spice containers in the kitchen were dirty.	These must be thoroughly cleaned and disinfected and maintained in a clean condition.	Immediate

No.	Regulation	Contravention	Action Required	Timescale
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**Advice**

Due to the mouse activity found at the business all equipment must be thoroughly cleaned and sanitised before reuse.

**Food Waste**

**Advice**

During the inspection staff took rubbish bags onto the flat roof to throw down into the bins in the driveway at the side of the building. This is not acceptable and is not safe. Ensure that staff carry the waste downstairs and around the building to the bins.

**Hygiene of Food Handlers**

8 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.

Immediate

**Advice**

During the inspection you as the food business operator were inside the kitchen and not wearing protective clothing. If you are going to be working within the kitchen area protective clothing must be worn.

**Risks of Food Contamination**

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

Open foods including Tomato paste, herbs and spices were being stored in old open tins, this could lead to possible contamination.

Do not store food in open tins, transfer food to a suitable food safe container.

Immediate

**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.

No.	Regulation	Contravention	Action Required	Timescale
<b>Advice</b>		<p>It is your responsibility to protect food from contamination. Contamination is defined as the presence or introduction of a hazard in food. There are three types of contamination:</p> <p><b>Microbiological contamination</b> of food by harmful bacteria, viruses and fungi that cause food poisoning. Raw foods, especially raw meat, can contain large numbers of harmful microbes that can be destroyed by cooking food properly. It is important to prevent microbes from spreading by keeping raw foods away from ready to eat foods, disinfecting hands and surfaces that have touched raw foods or using separate utensils and equipment (such as colour coded chopping boards). Microbiological contamination that is spread in this way is called <b>cross contamination</b>. Refrigeration and freezing stops or slows the growth of most microbes, which is why it is important to keep high-risk food in the refrigerator below 8°C.</p> <p><b>Physical contamination</b> of food by objects such as glass, metal, hair etc. It is important to take steps to protect food from physical contamination by keeping it covered when not in use, wearing appropriate protective clothing and keeping any objects such as pins, glass, flies, etc out of the way of food wherever possible. Physical contamination usually falls into food, so keeping areas above food preparation surfaces free from these objects is essential.</p> <p><b>Chemical contamination</b> of food by substances such as cleaning liquids, insecticides, bleach etc. All chemicals that are not in use should be kept in an area or cupboard out of rooms where food is handled or stored wherever possible.</p>		
<b>Advice</b>		<p>There was no stock control system for food prepared on the premises. 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.</p>		
10	<p>Regulation (EC) No 852/2004 Annex II Chapter IX Paragraph 5</p>	<p>Sauces were being stored at room temperature in the kitchen.</p>	<p>These foods are high risk and will support the growth of food poisoning bacteria and must be kept at or below 8°C.</p>	<p>Immediate</p>
<b>Advice</b>		<p>Always follow the manufacturer's storage instructions. Sauces were not given a shelf life once opened despite instructions to use within 4 or 6 weeks of opening being displayed on the packaging stating 'once opened keep refrigerated and use within ... weeks'.</p>		



No.	Regulation	Contravention	Action Required	Timescale
	<b>Advice</b>	Raw foods include fruit and vegetables. It is important to ensure these are stored, washed and prepared separately to any food that is ready to eat. When preparing fruit and vegetables, ensure equipment and work surfaces are sanitised/disinfected between uses by using a food safe chemical sanitiser/disinfectant. Any fruit or vegetables that are not going to be thoroughly cooked (such as salad items) should be washed before being served.		
<b>Wrapping and Packaging of Foodstuffs</b>				
11	Regulation (EC) No 852/2004 Annex II Chapter X Paragraph 2	Food containers were being stored outside in the tin shed. Pests can contaminate food packaging stored in the shed.	Food containers must be stored to prevent contamination.	Immediate
	<b>Advice</b>	You should store your takeaway containers facing downward to prevent objects falling in and causing contamination of food.		
12	Regulation (EC) No 852/2004 Annex II Chapter X Paragraph 1	Meat was being stored in the freezer in plastic carrier bags.	Carrier bags are not designed to be frozen and do not keep the food totally covered, exposing it to contamination and freezer burn. Before freezing, place meat in food grade freezer bags marked with the date of freezing.	Immediate
<b>Food Hygiene Training</b>				
13	Regulation (EC) No 852/2004 Annex II Chapter XII Paragraph 1	The level of food hygiene awareness amongst food handling staff was inadequate.	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.	Immediate

No.	Regulation	Contravention	Action Required	Timescale
	<b>Advice</b>	It is good practice to ensure that all food handlers have attended a level 2 course in Food Safety in Catering run by a reputable body such as the Chartered Institute of Environmental Health (CIEH) or the Royal Society of Health (RSH).		
	<b>Advice</b>	You must ensure that all food handlers working in your business have been trained in food hygiene or that you are trained and supervising and instructing them at all times. If you are to be away from the business and leave another person in charge then that person must have the relevant training.		
	<b>Advice</b>	Details are enclosed of the Food Hygiene Course/s run by the Council. Whilst there is no obligation to choose a course run by this authority; should further details be required or a place booked, contact the training team on <b>(0116) 4543210</b> or visit <b><a href="http://www.leicester.gov.uk/foodtraining">www.leicester.gov.uk/foodtraining</a></b> .		
	<b>Advice</b>	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.		
<b>Temperature Control</b>				
	<b>Advice</b>	You must carry out regular checks to ensure that your refrigerators are keeping food at safe storage temperatures. Fridges should be set to operate between 0 and 5°C. This will ensure that the actual temperature of food does not exceed 8°C, which is the legal maximum storage temperature for high-risk, perishable foods. To carry out these checks, I recommend that you place thermometers in each fridge.		
	<b>Advice</b>	Check the cooking process is adequate by periodically checking the centre temperature of the food using a probe thermometer. High risk food should reach 75°C or above. It is advisable to keep a record of the checks.		

No.	Regulation	Contravention	Action Required	Timescale
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**Advice**

Probe thermometers should be checked regularly for accuracy. Pure water and ice mixture should measure between  $-1^{\circ}\text{C}$  to  $+1^{\circ}\text{C}$ , and pure boiling water should measure between  $99^{\circ}\text{C}$  and  $101^{\circ}\text{C}$ . If the thermometer appears not to be working correctly, it should be replaced or sent for service. For further advice refer to the manufacturers instructions.

### Food Labelling

#### Materials in Contact with Food

**Advice**

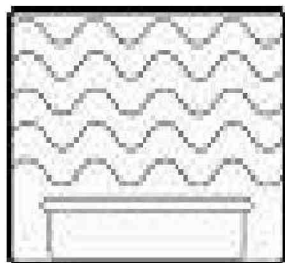
Ensure that the plastic storage containers that you use are suitable for their purpose. Some containers are not suitable for use with food or for storing certain food because chemicals from the plastic can migrate into the food and cause harm to health. Look for a symbol on the bottom of containers which is a wine glass and fork, this symbol indicates the plastic is suitable for food use.



**Advice**

Only use containers that are marked as "microwave safe" to heat foods in the microwave oven. Sometimes this is denoted by a symbol of three wavy lines stacked on top of each other. Containers such as margarine tubs are not suitable to microwave food in as there may be some leaching of chemicals from them at high temperatures. Re-using plastic food containers should be on a like-for-like basis, so for example a margarine food container should only be used for storing cold food in.

No.	Regulation	Contravention	Action Required	Timescale
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### Colourings

**Advice**

Certain colourings are controlled. Always follow the instructions given by the manufacturer or supplier on how much you should use. Do not use more than your supplier advises. If the colours are not accompanied by usage instructions you should ask your supplier for the information in writing.

### Labelling – Genetically Modified Food

**Advice**

In catering if you use an ingredient that contains other GM ingredients you must display a notice which can easily be read by customers (at the place where they choose the food) with either of the following statements that is appropriate to the particular food in question:

- “genetically modified” or
- “produced from genetically modified (name of organism)”, for example, “oil produced from genetically modified soya beans is used for frying food”

An alternative is to use a cooking oil which is not genetically modified.

No.	Regulation	Contravention	Action Required	Timescale
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### Homemade Foods

14	Food Safety Act 1990, Section 15	The menu in use at the time of inspection indicated some foods as 'Homemade', such as homemade yogurt and homemade pickle.	Do not label food purchased from suppliers as Homemade.	Immediate
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**Advice**

You can only use the term 'homemade' if the food has been made onsite. The yogurt is not made it is purchased from a supplier, therefore you cannot use the term and the menu must be altered.

### Misleading Descriptions

The Consumer Protection from Unfair Trading Regulations 2008, Regulation 5

Some descriptions of foods used in the menu indicate 'fresh' spices and ingredients have been used, such as, 'fresh Bengali citrus fruits' 'fresh coriander and spinach', etc. There are also descriptions of 'Chefs special selection', 'Basmati' rice.  
To use these terms in the menu you must ensure that the food ingredients are actually used and also that if there is a chef's special selection it is written down and followed for example a traditional recipe.  
If you are not using fresh ingredients or following recipes then you are misleading your customers. A commercial practice is a misleading action if it contains false information and is therefore untruthful in relation to any statement or symbol relating to direct or indirect sponsorship or approval of the trader or the product (e.g. a food business advertising and/or promoting their business as holding a higher Food Hygiene Rating than it actually has) and it causes or is likely to cause the average consumer to take a transactional decision he would not have taken otherwise.

No.	Regulation	Contravention	Action Required	Timescale
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### Advice on Provision of Allergen Information

On 13 December 2014, new rules come into force that will require you to provide information to your customers about allergic ingredients in the foods you sell.

These rules will introduce a **legal responsibility** on you to provide correct allergen information to your customers. You will no longer be able to say that you do not know what is in the food you serve or that it could contain an allergen.

EU law lists 14 allergens that need to be identified if they are used as an ingredient in a dish. You will have to supply information for **every** item on your menu that contains any of these 14 allergens as an ingredient.

**These allergens are; celery, cereals containing gluten, crustaceans ( such as crab, prawns), eggs, fish, lupin, milk, molluscs (such as mussels, squid), mustard, nuts, peanuts, sesame seeds, soya, sulphur dioxide**

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

- On menus
- On a chalkboard/menu board on display in your premises

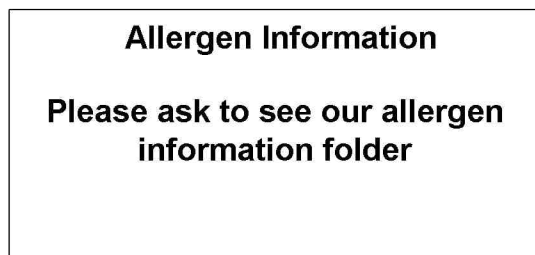
An example of how to provide this information on a menu board is shown below;

Menu
<b>Tuna Salad</b> Contains: fish, celery and mustard
<b>Chicken Korma</b> Contains: milk, almonds (nuts)
<b>Carrot Cake</b> Contains: milk, egg, wheat, walnuts (nuts)

No.	Regulation	Contravention	Action Required	Timescale
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As an alternative to providing allergen information in this way, you may **signpost** where it can be obtained. This sign should be displayed where customers order food, such as at the till point, on the menu or on the menu board.

For example;



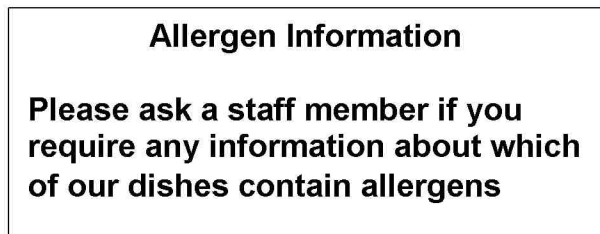
### Allergen Information folders

An allergen information folder can then be used to provide this information. An example of how you could record this is shown below.

dish	Cereals with gluten	Crustaceans	eggs	fish	peanuts	soya	milk	nuts	celery	mustard	sesame	sulphites	Lupin	Molluscs
Chicken korma							√	√ almond						
Lemon cheesecake	√ wheat		√				√							
Seafood risotto		√ prawn		√			√		√					√ Mussels squid

No.	Regulation	Contravention	Action Required	Timescale
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An alternative method of signposting is;



If you use this method then you must ensure there is a way for:

- This information to be checked by others
- It to be confirmed as accurate
- The same information must be given every time

### Telephone Orders

If you take telephone orders you will need to;

- 1 Provide the allergen information before the purchase of the food is complete ( for example during the telephone call)
- 2 Provide this in a written format when the food is delivered (for example by writing on the food container what the dish is and what allergens it contains)



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### How to ensure you provide the correct information

Consider all the foods you sell in your business. Not just those that you make, but the ones you buy in ready made. Check to see if they contain any of the 14 allergens.

For businesses with complex menus, it will not be practical to do this in any other way than by having written records to demonstrate that you have assessed all foods you sell for the presence of allergens.

Other key points to consider include;

- 1 Use standard recipes for all dishes
- 2 Keep a copy of the ingredient label from any pre-packed foods you use as an ingredient in your food (e.g. sauces)
- 3 Keep ingredients in the original containers where possible, so you can check the ingredient lists for the presence of allergens
- 4 Label food containers clearly.
- 5 Whenever you change a recipe, check to see whether you have included an allergen
- 6 Check your deliveries and make sure ingredient lists are provided on pre-packed foods
- 7 Check that food delivered is the same brand that you usually use; different brands may have different ingredients.

### Staff training

You must ensure that all staff are aware of what procedures you have put in place to comply with this requirement. Training should be given on handling allergy information requests on their first day of employment.

**You can find out more about this requirement at <http://food.gov.uk/science/allergy-intolerance/label/>**