



Working in partnership with
CAPITA

Public Protection Services
Environmental Health
Quadrant East - 1st Floor
Silverlink North
Cobalt Business Park
North Tyneside
NE27 0BY

GYROS Ncl Ltd
c/o 95 Station Road
Forest Hall
Newcastle upon Tyne
NE12 8AQ

**FAO: Company Director – Mr E Alexiou
& Mr A Liakris**

Our Ref: CN/16/00411/FOOD

Your Ref:

Date: 16 December 2016

This matter is being dealt with by:

Mrs Clare Newlands

Direct Line: (0191) 643 6649

Mobile: 07970 955 334

Fax: (0191) 643 2426

e-mail:

clare.newlands@northtyneside.gov.uk

Website: www.northtyneside.gov.uk

Dear Sirs,

**Food Safety Act 1990
Food Safety and Hygiene (England) Regulations 2013
Regulation (EC) No 852/2004 Hygiene of Foodstuffs
Regulation (EC) No 853/2004 Hygiene Rules for Food of Animal Origin
General Food Regulations 2004
Health and Safety at Work etc Act 1974**

**RE: Amici
AT: 95 Station Road, Forest Hall**

I refer to my visit to the above premises on 2nd December and a re-visit on the 7 December 2016. I was accompanied during the revisit by Mr Smith, Lead Officer for Food Safety.

Matters arising from my inspection and revisit were discussed with Mr Alex Liakris at the time of the visits. The attached schedules detail works that require your attention.

As discussed, yourself and Mr E Alexiou have been invited to the Council Offices, Quadrant to attend a Non Compliant Interview. The letter regarding this matter has been emailed and sent in the post.

This letter also contains important information regarding the food hygiene rating for your business that will be published on the national Food Hygiene Rating website. The Food Hygiene Rating scheme helps 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. Details of how ratings are calculated are enclosed.

Schedule A details the work needed to comply with the law. This work or work considered equally effective must be completed within 28 days unless otherwise

specified in the schedule. Failure to comply with the requirements of Part A may result in further action by this Department to secure compliance.

Schedule B lists 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.

I ask that you let me know what action you have taken in respect of the matters raised in Schedule A in this report by completing the attached reply form and returning it in the enclosed pre-paid envelope or emailing photographs. Alternatively, please bring any evidence to your interview.

Following my inspection I have rated the premises as a B.

The food hygiene rating for your business that will be published on the FSA National Food Hygiene Rating website (food.gov.uk/ratings) has been calculated from the risk assessment scores applied by the inspecting officer as set out below:

Criteria assessed	Officer risk score (Food Law Code of Practice)
Compliance with food hygiene and safety procedures	10 (carried over from 2015)
Compliance with structural requirements	20
Confidence in management/control procedures	20
Total	50
FOOD HYGIENE RATING	1

Rating	Descriptor	Officer Risk Score	Additional Scoring Factor
5	Very Good	0-15	No score greater than 5
4	Good	10-20	No score greater than 10
3	Generally Satisfactory	25-30	No score greater than 10
2	Improvement Required	35-40	No score greater than 15
1	Major Improvement Necessary	45-50	No score greater than 20
0	Urgent Improvement Necessary	>50	

A sticker showing your rating is enclosed/in the post. You can tell your customers how good your hygiene standards are by putting the sticker up in the window or on the door for display. 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 and certificate 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. Tampering with or misusing certificates or stickers with the intention to mislead the public or misrepresent the food business could also contravene trading standards law.

Your rating will also be published on the Food Standards Agency's website at www.food.gov.uk/ratings between two and four weeks from receiving this letter.

Safeguards

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, Mr Colin Smith, using the address at the head of this letter, 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.

More information about these safeguards and the template forms for lodging an appeal, 'right to reply' or requesting a revisit can be found on the FSA's website at: <http://www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf>

Should you wish to discuss this letter or need any further information or advice, please contact me on the above telephone number.

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.

Yours faithfully



Clare Newlands
Environmental Health Officer - Food Safety

Schedule A – Legal Requirements
Address: Amici, 95 Station Rd, Forest Hall

Confidence in management/control procedures:

- 1 I am aware of the formal change in ownership, however you have been involved in the business over many years including the previous partnership and are aware of the requirement for a Food Safety Management System and relevant documentation. This department has issued a SFBB Safe Methods pack and Allergen information pack following payment from yourselves. Complete this pack and use your in-house monitoring records and this will ensure compliance. *Regulation (EC) 852/2004 Article 5*

Compliance with food hygiene and safety procedures:

Not examined on this occasion. The score from the previous inspection in 2015 has been carried over.

Compliance with structural requirements:

- 2 Hand contact surfaces had large build ups of grease and dirt. These areas in your premises are frequently touched by fingers/hands. You must keep these items clean to prevent contamination of hands and food. The items you need to be aware of:

- Light switches
- Control knobs
- Fridge & freezer handles (including the style where the hand goes behind).
- Oven and other equipment handles
- Tap heads
- Soap and paper towel dispensers
- Banister rails
- Door handles/push areas

Ensure that these areas are frequently cleaned down and where necessary disinfected. These areas should be maintained in a clean condition.

Regulation (EC) 852/2004 Annex II Chapter 1

- 3 The cellar area although improving was still not at an acceptable food room standard due to its mid construction state. At present it is used for the storage of food and drinks. The new walls, ceilings and floor need to be sealed, smooth, non-absorbent and capable of withstanding thorough cleaning and disinfection. The manhole cover for the drain (and possible sump), needs to be replaced. There was no gradient to the floor to assist with cleaning/ removing of water

Regulation (EC) 852/2004 Annex II Chapter II Para 1

- 4 The original cellar area walls were affected by mould growth and had perished plaster (possibly from dampness). The mould and perished plaster needs to be removed, walls treated and left in a smooth, non-absorbent and capable of withstanding thorough cleaning and where necessary disinfection. Alternatively, you may wish to consider a form of cladding/tanking as this is below ground level. *Regulation (EC) 852/2004 Annex II Chapter II Para 1*
- 5 The ceiling in the original cellar area had marks on the ceiling possibly from a food source or leak from above. Investigate and remove the stains and redecorate as necessary. *Regulation (EC) 852/2004 Annex II Chapter II Para 1*
- 6 Throughout both cellar storage areas were cobwebs with live spiders. These spiders and webs need to be removed. The webs were not just at high level they were on shelving and containers. This is indicative of a lack of cleaning and stock rotation.
- 7 Many of the chest freezers were over iced and had the handles missing. Repair and remove the build up of ice. *Regulation (EC) 852/2004 Annex II Chapter V Para 1*
- 8 The ice machine in the cellar was discharging its overflow pipe directly on the cellar floor which was pooling before eventually flowing to a drainage pipe. Redirect this overflow pipe and investigate whether the amount discharging is appropriate as it's currently damaging your floor and is a possible slipping hazard. *Regulation (EC) 852/2004 Annex II Chapter V Para 1*
- 9 The ice machine requires cleaning as there was a build up of mould on the internal surfaces. The ice machine needs to be cleaned on a regular basis. The cleaning needs to be 2 stage: 1st with hot soapy water and 2nd with an antibacterial spray. This includes the scoop which should be stored in a lidded container to prevent contamination. *Regulation (EC) 852/2004 Annex II Chapter V Para 1*
- 10 The extraction canopy above the main cooking range had no filters and was badly affected with a build up of grease on the internal surfaces. Thoroughly clean and maintain in a clean condition. I am aware that the extraction unit is being re-fitted. *Regulation (EC) 852/2004 Annex II Chapter V Para 1*
- 11 The internal surfaces of the ovens were affected by burnt n carbonised food debris. Thoroughly clean and maintain in a clean condition. *Regulation (EC) 852/2004 Annex II Chapter V Para 1*
- 12 The Russel Hobbs microwaves internal surfaces had accumulations of food debris. Thoroughly clean and maintain in a clean condition. *Regulation (EC) 852/2004 Annex II Chapter V Para 1*
- 13 One of the front glass panels of the pizza oven was cracked. This needs to be repaired so as to assist with cleaning and to prevent any potential contamination. *Regulation (EC) 852/2004 Annex II Chapter V Para 1*

- 14 Many of the freezers and upright chillers had missing or accumulations of mould growth/ food debris in the seals. In some units the insulation was exposed. Repair and thoroughly clean the fridge and freezer units.
Regulation (EC) 852/2004 Annex II Chapter V Para 1
- 15 The premises were not adequately proofed against the entry of pests in that there were holes in walls (some external), hatches open, wiring that had left open access points and missing screens. You must take all reasonable precautions to prevent food pests, namely rats, mice, cockroaches and flying insects gaining entry to the premises.
Regulation (EC) 852/2004 ANNEX II Chapter I Para 9
- 16 The drain gully/possible sump needs to be cleaned and covered. An inspection cover was present in the cellar.
Regulation (EC) 852/2004 Annex II Chapter V Para 1
- 17 The floor by the main cooking range was damaged and needs to be repaired.
Regulation (EC) 852/2004 Annex II Chapter II Para 1

I am aware that this is in hand from the re-visit on 7 December

Other legal requirements:

- 18 The floor covering on the tread of the stairs leading down from the main kitchen to the walk-in chiller were not secure. Resulting in a potential tripping hazard.
Health & Safety at Work Etc Act 1974
- 19 You need to examine your menu and identify the 14 legally notifiable allergens that are present in the meals. Be aware of the oils that the foods are cooked in, marinades, dressings and side dishes/garnish as these items need to be included. The information needs to be available upon request and easy to understand.
Food Information Regulations 2014

I am aware that the company has purchased the allergen matrix and recipe cards with additional information from this department.

- 20 Allergen information needs to be available at the point of ordering the food. You need to provide/ask if allergen information is required when takeaway orders are made. Not when they pay for the food.
Food Information Regulations 2014



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www.northtyneside.gov.uk

CONFIRMATION OF ACTION TAKEN

Ref: CN/16/00411/FOOD

Amici, 95 Station Rd, Forest Hall

Item Number	Action Taken	Date
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