



Working in partnership with
CAPITA

Public Protection Services
Environmental Health
Quadrant East – 1st Floor
The Silverlink North
Cobalt Business Park
North Tyneside
NE27 0BY
www.northtyneside.gov.uk

Cullercoats Crescent Club
9 Victoria Crescent
Cullercoats
North Shields
Tyne And Wear
NE30 4PN

Our Ref: KS/44040/0090/3/000

Date: 15 March 2017

This matter is being dealt with by: Karen Sargent

Direct Line: 0191 643 6651

Fax: 0191 643 2426

Email: karen.sargent@northtyneside.gov.uk

Dear

Food Safety Act 1990

Food Safety and Hygiene (England) Regulations 2013

Regulation (EC) No 853/2004 Hygiene of Foodstuffs

Food Information Regulations 2014

**RE: Cullercoats Crescent Club, 9 Victoria Crescent, Cullercoats, North Shields,
Tyne And Wear, NE30 4PN**

I refer to my visit to the above premises on 15th March 2017. Matters arising from my inspection were discussed with xxxx, steward, at the time of visit. The attached schedules detail works that require your attention.

This letter also contains important information regarding the food hygiene rating for your business that will be published on the Food Standards Agency Food Hygiene Rating website.

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.

*As you will be aware, the following samples were taken for microbiological examination during the visit..... . Thank you for your assistance in this matter, you will be notified of the results in due course when they are confirmed by the laboratory.

My next routine inspection of your premises will happen in approximately two years. I do not intend to revisit to check compliance with this letter. A copy will be kept on file and will be referred to during the next routine inspection.

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	0
Compliance with structural requirements	10
Confidence in management/control procedures	5
Total	15
FOOD HYGIENE RATING	4

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. You can tell your customers how good your hygiene standards are by putting the 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. Tampering with or misusing 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, 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 sincerely

Karen Sargent
Food Safety Officer
Environmental Health

SCHEDULE A – LEGAL REQUIREMENTS

Confidence in management/control procedures:

1. I was pleased to see you had completed your Safer Food Better business manual, however the diary had not been filled in for 3 weeks. You must complete the diary on a daily basis to document the checks that you have done, and to identify any problems you have encountered along with the respective corrective actions taken. All staff who use the kitchen/prepare food should be trained on how to use the pack

Compliance with food hygiene and safety procedures:

No issues noted

Compliance with structural requirements:

2. The ice machine was not kept clean in that there was black mould to the inner surfaces. Thoroughly clean and disinfect the ice machine to minimise any risk of contamination of ice and maintain in a clean condition.
3. The walls behind the toastie ovens/tea and coffee area were not suitable for the activities carried out there. The walls in the vicinity of the food area should be redecorated to leave a smooth, washable and non-absorbent surface. Once the walls are redecorated/tiled/cladded, limited food handling can be carried out safely such as making hot drinks, storing covered foods, making toasties in bags etc. Open food should not be prepared in this area unless remedial action is taken to cover pipes, wires, etc to full height
4. Bare wood shelving and upstands in the same area as above should be painted or varnished to leave a smooth, washable, non-absorbent surface

Other legal requirements:

5. You must be aware of allergens that are in the food you produce, and you need to sign post where this information can be accessed i.e. poster, chalk board and menu in order to advise customers to ask a member of staff for allergen information before ordering food. You should also complete the matrix, or similar, to list the allergens in the dishes you produce. Advice was given during the visit, however please contact me should you need further information, or visit <http://www.food.gov.uk/business-industry/allergy-guide/allergen-resources>

SCHEDULE B – RECOMMENDATIONS

None

