



Working in partnership with
CAPITA

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

www.northtyneside.gov.uk

Ship Inn
Front Street
Benton
NEWCASTLE UPON TYNE
NE12 8AE

Our Ref:
Date: 20th January 2019
This matter is being dealt with by:
Karen Sargent
karen.sargent@northtyneside.gov.uk
Direct Line: 0191 643 6651
Fax: 0191 643 2426

Dear

**Food Safety Act 1990
Food Safety and Hygiene (England) Regulations 2013
Regulation (EC) No 852/2004 Hygiene of Foodstuffs
Food Information Regulations 2014
Re: Ship Inn, Front Street, Benton, Newcastle upon Tyne, NE12 8AE**

I refer to my visit to the above premises on 20th January 2019 to carry out a food hygiene inspection. Matters arising from my inspection were discussed with yourself at the time of visit. The attached schedules detail works that require your attention.

I was disappointed to see that several of the contraventions found on your last visit were repeated again on this inspection. Failure to improve standards will result in enforcement action being taken to secure compliance.

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.

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.

Following the inspection, I have classified these premises as category B. This means that my next routine inspection will happen in approximately 12 months, however I intend to revisit the premise to check compliance with items in Schedule A.

The food hygiene rating for your business that will be published on the FSA 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	20
Compliance with structural requirements	0
Confidence in management/control procedures	20
Total	40
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. 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. There is a fee of £160 for a re-visit.

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 General Data Protection Regulation 2018, details of inspections may be divulged to members of the public under the Freedom of Information Act 2000.

A copy of this letter has been sent to your Head Office and Primary Authority if applicable.

Yours sincerely

Karen Sargent
Food Safety Officer
Environmental Health

Re: Ship Inn, Front Street, Benton, Newcastle upon Tyne, NE12 8AE

SCHEDULE A – LEGAL REQUIREMENTS

Confidence in management/control procedures:

1. Despite being given advice on the last visit I was disappointed to see that you have not carried out the kind of logical but simple analysis of the food safety hazards present that is required by current food legislation.

In order to comply, you need to show some clearer evidence that you have thought about your business procedures and identified significant food safety hazards and are properly controlling them. Controls that were not in place at the time of my visit were:

- Food was not being cooked properly
- Stock control was poor
- Cross contamination risk was not being controlled

You must:

- (a) Identify all the potential food safety hazards in your business and then think about and decide the points in the food operation at which things could actually go wrong.
- (b) Decide which of these points are actually critical to making sure food is safe, and therefore must be properly controlled (e.g. the through cooking of foods which must not be eaten raw)
- (c) Put in place procedures to stop these things going wrong (controls), and make sure that you/your staff always carry them out (e.g. cooking particular foods for a set time and temperature which is known to kill bacteria or ensuring that equipment has been cleaned and sanitized at proper and regular intervals)
- (d) Provide some simple documentation to show how you have achieved the above *and* monitored the controls which are critical to making sure food is safe
- (e) From time to time, you must examine your food business to see if anything has changed which might need your control measures to change (e.g. new menu dishes may have new hazards and need new controls, or new equipment may require different thermostat settings).

I suggest you follow the guidance in the Safer Food Better Business manual which is available for download on www.food.gov.uk/sfbb (it was noted that you had a blank pack on site). It is important that you complete the pack and carry out the daily opening and closing checks, documenting in the diary when you have done so. This will help you manage your business and ensure critical food safety controls are put into place, such as stock and temperature controls. Advice was given during the visit but do not hesitate to contact me should you need further assistance.

In addition you had not completed the allergen matrix chart for your menu and there was no consistent verifiable procedure in place to deal with allergen requests by consumers. Therefore you need to implement a consistent verifiable procedure to deal with allergen requests. I suggest

you complete the allergen matrix chart and provide a trained nominated person and deputy person dealing with allergy enquiries to help formalise a procedure for communicating between front of house and kitchen staff. You must **never guess** when someone asks if a meal contains an allergenic ingredient as it could be fatal to the consumer.

Compliance with food hygiene requirements:

2. Loosely wrapped raw bacon was stored above and next to cooked/ready to eat foods in the refrigerator. This may result in cross contamination. Use separate refrigerators for raw and cooked/ready to eat foods. If this is not possible, ensure cooked/ready to eat foods are stored separately and above raw foods within the refrigerator.
3. The following foods were found on display for sale in your fridge past their use-by date:
 - 1 x packet 6 pork sausages – Use by 11 Jan
 - 1 x packet opened chicken breasts– Use by 14 Jan

The use-by date is the date until which the manufacturer of the food guarantees it is safe to eat. Food sold beyond its use-by date may be of poor quality or unfit. It is an offence to sell or expose for sale food with an expired use by date. You must check your stock daily and dispose of any out of date food.

4. During my inspection I was not satisfied that adequate cooking procedures were in place to ensure food was thoroughly cooked, in that you were observed cutting into an undercooked and bloody joint of pork that you had ,cooked the day before. You must ensure food is thoroughly cooked by identifying and carrying out thorough checks:- the best way to do this is to use a probe thermometer. In addition, cutting the undercooked pork next to cooked joint of beef created a risk of contamination as the bloody juices ran across the chopping board.

Compliance with structural requirements:

No issues noted in kitchen. Cellar or any other food/drink storage areas were not checked on this visit.

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, as discussed above, 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

1. Please note that probe thermometers should be checked regularly for accuracy. As a helpful reference in doing your own checks; pure water and ice mixture should measure between -1°C and $+1^{\circ}\text{C}$, and pure boiling water should measure between 99°C and 101°C . If your thermometer appears not to be working correctly it should be replaced or sent for service. For further advice refer to the manufacturer's instructions

2. It was noted that you cook and freeze a lot of food, or freeze unused foods from the previous week. It is not good practice to freeze foods with a use by date. This is because the appropriate shelf life of the product may become unclear, especially if after defrosting the product becomes confused with similar items that have not been frozen. However if you wish to continue with this practice you should;
 - Make sure that there is as great a shelf life as possible on the product e.g. by freezing on the day of purchase
 - Keep a note of the day of freezing and defrosting
 - Ensure use as soon as possible after defrosting in accordance with any period recommended by the manufacturer.
 - Ensure that the food is never frozen after the use by date has expired.