



North Tyneside Council

Working in partnership with
CAPITA

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

Palace Food Tynemouth Ltd
Grand Sultan
Unit 4 Palace Building
Grand Parade
Tynemouth
NE30 4JH

FAO: Company Secretary

Our Ref: CN/18/00138/FOOD

Date: 10 April 2019

This matter is being dealt with by:

Mrs Clare Newlands

Direct Line: (0191) 643 6649

Mobile: 07970 955 334

Fax: (0191) 643 2426

Email:

clare.newlands@northtyneside.gov.uk

Dear Sir/ Madam,

Food Safety Act 1990

The 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

Re: Grand Sultan, Grand Parade, Tynemouth

I refer to my inspection of the above premise on the 28 February 2019, I apologise for the delay in correspondence. Matters arising from my inspection were discussed with [REDACTED] at the time of visit.

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.

Your next routine inspection of your premises will happen in approximately 18 months. I do not intend to carry out a revisit in order to check compliance with this letter. A copy of this letter will be kept on file and referred to during the next routine inspection.

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.

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.

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	10
Total	20
FOOD HYGIENE RATING	4

Rating	Descriptor	Officer Risk Score	Additional Scoring Factor
5	Very Good	0-15	No score greater than 5
4	Good	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 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 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 or displaying an old rating on your menu 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, details of inspections may be divulged to members of the public under the Freedom of Information Act 2000.

Yours faithfully



Mrs C Newlands
Environmental Health Officer

SCHEDULE A – Legal Requirements

Address: Grand Sultan, Grand Parade, Tynemouth

Confidence in management and control procedures:

- 1 Although you had your daily diary to record your opening and closing checks and any temperature records, you did not have a Food Safety Management System where you had examined and recorded the controls that are critical to food safety. As you use the Food Standards Agency's daily diary with a 4 weekly review you have purchased a Safer Foods Better Business pack (enclosed with this letter). Once completed ensure that **all** members of the kitchen are fully aware and trained in the controls and any monitoring checks that are required.
If the kitchen closes during the day and then re-opens in the evening then the opening & closing checks need to be completed twice.
Please be aware that the score of 10 can only be awarded once. If little or no progress has been made or the pack or diary is not being used on subsequent visits your hygiene rating will be affected.

Regulation (EC) 852/2004 Article 5

Compliance with food hygiene and safety procedures:

No items noted on this occasion.

Compliance with structural requirements:

- 2 There were holes in the walls from sockets and switches that had been removed. Ensure that any holes or gaps are filled in and flush so that to prevent access by pests and enable thorough and effective cleaning.
Regulation (EC) 852/2004 Annex II Chapter II Para 1(b)
- 3 There were cobwebs in the high hard to reach areas of the dry goods and area around the walk-in chiller. These need to be removed as soon as they appear which can be daily.
Regulation (EC) 852/2004 Annex II Chapter I Para 1
- 4 Although there were bleach and other cleaning products available you did not have a food grade antibacterial product which was EN compliant. Look for products that are BSEN 1276
Regulation (EC) 852/2004 Annex II Chapter 2

Other legal requirements:

- 5 Although you had a small packet of almond powder you stated that you were going to start using coconut powder. Be aware of the term "ground nut" or "mixed nut powder" as the former is peanut and the latter will have peanut in. Ensure that you update your menu accordingly.
Food Information Regulations 2014

- 6 The legislation states that customers need to be able to request allergen information regarding the food made and served on the premises. This information needs to be easy to understand and available upon request. It can be given verbally or in a written format.
This department **strongly recommends** that you use the Food Standards Agency's allergen matrix. (visit www.food.gov.uk to download free of charge).
Food Information Regulations 2014

SCHEDULE B – Recommendations

- 7 I recommend that the large bags of rice etc are placed directly in the containers that they are stored in. This will assist with cleaning and minimise contamination from each batch.

- 8 I recommend that the wooden pallets are painted blue. This being the "food equipment colour" helps to identify objects that are not intended for consumption. By painting these items you are also sealing the pallets which will assist cleaning and minimise damage caused by knocks.

- 9 The floor tiles although mismatched were in a satisfactory condition, if you were considering a kitchen redesign then I recommend that the floor is levelled out.

- 10 I recommend that the carpet floor covering in the "lobby" area where the condiments are stored is replaced with a more durable surface which can be easily cleaned.



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CONFIRMATION OF ACTION TAKEN

Ref: CN/18/00138/FOOD

Grand Sultan, Tynemouth

Item Number	Action Taken	Date
1		
2		
3		
4		
5		
6		

Print Name	
Signature	
Date	