



North Tyneside Council

Working in partnership with  
**CAPITA**

Public Protection  
Environmental Health  
Quadrant East - 1<sup>st</sup> Floor  
Silverlink North  
Cobalt Business Park  
North Tyneside  
NE27 0BY  
[www.northtyneside.gov.uk](http://www.northtyneside.gov.uk)

New Life Chinese Takeaway  
11 Station Road  
Whitley Bay  
NE26 2QY

Mr [REDACTED]

Our Ref: CN/10/00212/FOOD

Date: 24 January 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](mailto:clare.newlands@northtyneside.gov.uk)

Dear Sir,

**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: New Life Chinese Takeaway, Whitley Bay**

I refer to my inspection of the above premise on the 6 December 2018. Matters arising from my inspection were discussed with you at the time of visit. I was pleased to see that the cleanliness of the premises had greatly improved and that you had completed the Safer Food Better Business pack as your Food Safety Management Plan. Unfortunately the lack of hot water has adversely affected your hygiene rating.

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 intend to carry out a revisit in order to check compliance with this letter. The visit will be in approximately 6 months from the date shown at the top of this letter, it will be unannounced and when you are open to the public. In the meantime a copy of this letter will be kept on file and referred.

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](http://food.gov.uk/ratings)), has been calculated from the risk assessment scores applied by the inspecting officer as set out below:

<b>Criteria assessed</b>	<b>Officer risk score (Food Law Code of Practice)</b>
Compliance with food hygiene and safety procedures	<b>0</b>
Compliance with structural requirements	<b>15</b>
Confidence in management/control procedures	<b>10</b>
<b>Total</b>	<b>25</b>
<b>FOOD HYGIENE RATING</b>	<b>2</b>

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](http://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: New Life Chinese, Station Road, Whitley Bay**

### **Confidence in management and control procedures:**

- 1 I was pleased to note that following previous action by this department you had completed the safe methods of the Safer Foods Better Business pack and that it was on site. However you were not completing the daily diary for you opening & closing checks as well as taking any temperatures of refrigeration equipment or hot foods. You also need to record what cleaning and repairs have been carried out that day.

*Regulation (EC) 852/2004 Article 5*

### **Compliance with food hygiene and safety procedures:**

No items noted on this occasion.

### **Compliance with structural requirements:**

- 2 Although you had repaired the leak from the kitchen ceiling the finish of the repair was not suitable for a food room. The plaster needs to be smoothed and sealed (painted), so that it can be cleaned.  
*Regulation (EC) 852/2004 Annex II Chapter II Para 1(c)*
- 3 At the time of the visit there was no hot water to the main sinks. Before I left the premises hot water had been restored. You claim that the wind had blown out the pilot-light. This is concerning as you had been trading for over 1 hour before the inspection commenced and shows that you are not using the sinks to clean as you go or you chose to ignore the lack of hot water. Ensure that there is hot water available at all times the premises are open. If the wind keeps blowing out the pilot light then a qualified gas engineer needs to investigate.  
*Regulation (EC) 852/2004 Annex II Chapter II Para 2 & 3*
- 4 Ensure that you have a food grade antibacterial spray so that you can complete 2 stage cleaning by using hot soapy water followed by the antibacterial spray. Check that the product has a short contact time or is spray and air dry (not rinse after 5 minutes) and is BSEN compliant.  
*Regulation (EC) 852/2004 Annex II Chapter V Para 1(a)*

**Other legal requirements:**

- 5 Ensure that you have the allergen information on your dishes available for the public. This can either be verbal or written. Due to the large number of dishes I strongly recommend that you have the information written down.

*Food Information Regulations 2014*

**SCHEDULE B – Recommendations**

- 6 I recommend that you take the temperature of your refrigerators and write them down in the daily diary of the SFBB pack.
- 7 I recommend that you take at least 1 temperature daily of any food that is kept hot. For example the rice and curry sauce. This needs to be done with a clean probe thermometer and recorded in the diary.



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**CONFIRMATION OF ACTION TAKEN**

Ref: CN/10/00212/FOOD

**New Life Chinese, Station Road, Whitley Bay**

<b>Item Number</b>	<b>Action Taken</b>	<b>Date</b>
1		
2		
3		
4		
5		

<b>Print Name</b>	
<b>Signature</b>	
<b>Date</b>	