



Food Premises Intervention Report (Food Safety & Hygiene (England) Regulations 2013: assimilated Regulation (EC) 852/2004)

Church of Scientology Cafe

Complete

Flagged items	2	Actions	4
Document No.	24/10175/FH		
Food Business Operator (registered name):	Church of Scientology Religious Education College Inc.		
Premises Name:	Church of Scientology Cafe		
Conducted on	31 Oct 2024 10:56 GMT		
Prepared by	[REDACTED]		
Address	146 Queen Victoria Street, London, EC4V 4BY		
Personnel seen/interviewed:	[REDACTED]		

Table of Contents

Flagged items & Actions	4
Important information: Type of intervention: The principle law under which this intervention was carried out:	6
Business Information	8
History and file check	8
Contact details	8
Nature of operation & food produced	9
Nature of operation/ Food sold	9
Potential Hazard:	9
Method of processing	9
Consumers at risk	9
Food Hygiene Rating	11
Request to publish a rating early	12
Food Safety Management & Confidence in Management	14
Confidence in Management: Assessment	14
Food Safety Management: Is there a valid system?	14
Verification summary	14
Documents/Review	14
Training, supervision & instruction	14
Track record: Attitude & Willingness	15
Food hygiene & safety procedures	16
Food Hygiene and Safety Procedures	16
Purchasing	16
Delivery, receipt & collection procedures	16
Preparation & Handling	16
Disinfection	16
Personal Hygiene	17
Chilled & ambient storage	18
Thawing of frozen food	18
Cooking	18
Reheating	19
Cooling:	19
Hot holding:	19
Service & display of product	19
Transport & delivery	19

Cleanliness & structural compliance	20
Structural and cleaning requirements	20
Design and facilities, layout and equipment, maintenance.	20
Facilities	20
Cleaning	20
Pest control	20
Food Waste	21
Collection & Verification	22
Food Safety- Collection & Verification-:	22
Health and Safety- Collection/verification: Matters of evident concern	22
Allergens	23
Allergen information & labelling	23
Gluten and gluten free product labelling has its own specific requirements.	24
Food Standards	26
Traceability / Authenticity	26
Documentation, e.g. invoice	26
Documentation, e.g. invoice 1	26
Labelling	26
Authenticity	26
Media summary	28

Flagged items & Actions

2 flagged, 4 actions

Flagged items

2 flagged, 0 actions

Business Information / History and file check

Are there any outstanding items from the previous inspection?

Yes

Not labelling PPDS foods.

Allergens / Allergen information & labelling

Do customers have access to allergen information provided in an appropriate manner

Communication to customers needs to be improved

Other actions

4 actions

Food Safety Management & Confidence in Management / Training, supervision & instruction

Can the manager(s), supervisor(s) and any staff questioned demonstrate an appropriate understanding of good food hygiene and of food safety hazards? (Appropriate to their business)

Staff are generally suitably supervised, instructed and/or trained

Food handlers have level 2 Food hygiene but from some years ago. Recommend retake.

To do | Assignee: [redacted] | Priority: Medium | Created by: [redacted]

It is recommended that food handlers take a refresher Level 2 Award in Food Safety for Catering.

Food hygiene & safety procedures / Disinfection

Is the preparation and use of appropriate disinfectants/sanitiser understood?

No

15 minute contact time not followed

To do | Assignee: [redacted] | Priority: High | Created by: [redacted]

Ensure that appropriate disinfectants / sanitiser are used and that the manufacturers instructions for use are followed.

Food hygiene & safety procedures / Personal Hygiene

Are there suitable hand washing practices and procedures? These should be equal to those recommended in the Food Standards Agency E.coli guidance

No

No soap provided at the hand washbasin, the basin was full of stationery the tap is scaled up.



Photo 9



Photo 10



Photo 11

To do | Assignee: [redacted] | Priority: High | Created by: [redacted]

Ensure that the hand washbasin is available for use and is provided with an adequate adequate supply of soap.

Allergens / Allergen information & labelling

Is there a system for providing information for consumers on any foods likely to contain one or more of the 14 specified food allergens?

No

To do | Assignee: [REDACTED] | Priority: High | Created by: [REDACTED]

Ensure that the food allergen information is available for all foods served at your premises.

Foods that are pre-packed for direct sale must be labelled appropriately with a list of ingredients containing emphasised allergens.

Important information: Type of intervention: The principle law under which this intervention was carried out:

Type of intervention:

Inspection

Food Safety and Hygiene (England) Regulations 2013; Food Information Regulations 2014, assimilated Regulations (EC) 852/2004; 178/2002; (EU) 1169/2011

This is not a formal enforcement notice; however, it may contain matters which are legal requirements that need to be addressed in order to comply with the law.

Legal requirements/ non-compliances are highlighted in the various section of the report in red and orange. Unless otherwise stated, these require your immediate attention.

Following a food hygiene inspection those businesses included in the scheme will be issued with a food hygiene rating. Priority action/improvements are summarised in the food hygiene rating section (where you did not achieve the best 5 rating).

Certain other sections of the report are relevant to the food hygiene rating and provide more detail on corrective actions or observations made at the intervention. These are the sections on:

- Food hygiene and safety procedures;
- Cleanliness and structural compliance;
- Food Safety Management and Confidence in management;

This report only covers the areas inspected at the time of the intervention and does not indicate compliance with all relevant statutory provisions.; it is your responsibility to ensure any necessary approvals.

If you have any issues or queries relating to the intervention, please contact the inspecting officer in the first instance on the contact details given. If you are not satisfied that your query/issue has been resolved then you can contact the Commercial Environmental Health Team Manager, by emailing publicprotection@cityoflondon.gov.uk or telephoning 020 7332 3630 You can also follow the formal safeguard procedures detailed in the food hygiene rating section.

Disclaimer:

The City of London Corporation is committed to the highest standard of quality information and every attempt has been made to ensure the information in this report is accurate and that it reflects the matters observed or which came to the attention of the inspector(s) during the time of the inspection, audit.

The City of London gives no warranty as to the accuracy of the information and accepts no liability for any loss, damage or inconvenience caused as a result of reliance on such information.

The food hygiene rating scheme is not an endorsement of current standards but reflects the score we awarded a business at the time of their inspection. Nevertheless, we try very hard to make sure the information available is correct and in the case of the food hygiene rating scheme

adheres to the FSA's Brand Standard.

Confidentiality Statement:

Under the Freedom of Information Act the public have the right to request any recorded information held by public authorities, such as the City of London Corporation. This includes information held in this report but subject to relevant exemptions and public interest tests and Data Protection law.

Business Information 1 flagged

Add a photograph(s) of the business frontage (if applicable)

Yes



Photo 1

Is the premises appropriately registered?

Yes

History and file check

1 flagged

Premises file available and previous history checked

Yes

Are there any outstanding items from the previous inspection?

Yes

Not labelling PPDS foods.

Does this business have a Primary Authority Partnership?

No

Primary Authority allows a business to form a partnership with a local authority (known as the primary authority). The primary authority can provide you with assured, consistent regulatory advice that makes it simpler and easier to comply with environmental health, trading standards and fire safety legislation. Other enforcing authorities should respect this advice when regulating a business.

Contact details

Does the business have a head office

Yes

Is the Head Office contact information correct on our records?

Yes

Premises Telephone number:



or 020 7246 2700

Email contact address:



Nature of operation & food produced

Nature of operation/ Food sold

How should the food business be categorised?

H01-Restaurant Cafe Canteen

Describe the nature of the food business operation?

[Aim to identify all the main food related activities undertaken by the business in this or the following sections]

Small grab and go cafe. Selection of handmade PPDS sandwiches (not labelled) and hummus with carrot sticks (not labelled). Boiled eggs made on site and kept for 2 days. Other bought in prepackaged low risk foods. Events occasionally purchase hot food delivered and put in chaffing dishes. For up to 100 persons.

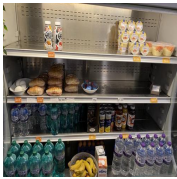


Photo 2

Does this business supply food to other food establishments?

No

Does this business import food directly (from 3rd countries)?

No

What are the opening times for the business?

Daytime	Evening	Monday-Friday
	Saturday	Sunday

Potential Hazard:

Type of food and Method of handling

30- Preparation, cooking or handling of open high-risk foods by caterers and retailers, except caterers that prepare typically less than 20 meals a day (see 10).

Method of processing

Identify key 'risk' processes/methods and activities

0- No specific methods of processing captured by the Food Law Code (June 2023) [Annex 1]

Consumers at risk

Consider the number of consumers likely to be at risk and the potential geographical extent of any incident if there was a failure in food hygiene and safety

5 - This business serves the local area only or less than 1000 customers per day

Production and/or service of high risk foods where the ultimate consumer includes a number of people likely to be more susceptible to the effects of poor food hygiene

Are High Risk foods produced for vulnerable groups?

N/A

Food Hygiene Rating

How hygienically the food was handled – where applicable how it was prepared, cooked, re-heated, cooled and stored;

Overall assessment: Hygienic food handling. Hygienic handling of food including, where applicable, preparation, cooking, re-heating, cooling and storage

5 - Good standard of compliance; only minor issues

Summary of action required to improve rating and/or the main issues identified:

Only minor lapses in food hygiene and safety procedures.

All necessary control measures in place to prevent cross-contamination.

Safe food preparation, cooking, re-heating, cooling and storage of food demonstrated

Some minor follow-up action identified for food business operator (in relation to issues that are not critical to food safety) in relation to food handling practices and procedures, staff personal hygiene or temperature control.

The condition of the structure of the building(s) – their cleanliness, maintenance, layout, lighting, ventilation and other facilities;

Overall assessment: Cleanliness and condition of facilities and building(s) including where necessary having appropriate layout, ventilation, hand washing facilities and pest control to enable good food hygiene.

10 - Generally satisfactory with standards at least maintained but some non-compliance

Summary of action required to improve rating and/or the main issues identified:

Generally satisfactory standard of structural and equipment cleaning.

Fairly well maintained and in reasonable repair.

Appropriate facilities provided with some issues of non-compliance.

Evidence of satisfactory pest control.

Evidence of satisfactory waste disposal provision.

How the business manages and records what it does to make sure food is safe.

Overall assessment: Management of food safety: System or checks in place to ensure that food sold or served is safe to eat, evidence that staff know about food safety, and the food safety officer has confidence that standards will be maintained in future.

10 - Generally satisfactory management and understanding of standards; some issues of non-compliance

Summary of action required to improve rating:

Staff generally suitably supervised, instructed and/or trained but there may be some minor issues.

Generally satisfactory food safety controls in place.

The Rating of the Premises is:

3- Generally Satisfactory



- It is part of a national, Food Hygiene Rating, Scheme;
- The result is published on a national website, <http://ratings.food.gov.uk/> Ratings of 5 will appear on the site in 7-10 working days, others will take up to 35 working days.
- It gives consumers (and other businesses) information about the hygiene standards we found at the time we inspected your business.

Details of how ratings are calculated are given below and in this report. The rating given depends on the overall score you achieved and the highest permitted individual score (the area(s) that needed improving the most), this is explained below.

A sticker with your rating is provided for you to display; tell your customers how good your hygiene standards are by putting the sticker in the window or main public entrance. <http://ratings.food.gov.uk/>

Intervention rating component	Description of component	Intervention rating score	Descriptor used on website
Compliance with food hygiene and safety procedures	Hygienic food handling Hygienic handling of food including preparation, cooking, re-heating, cooling and storage	0	'very good'
		5	'good'
		10	'generally satisfactory'
		15	'improvement necessary'
		20	'major improvement necessary'
Compliance with structural requirements	Cleanliness and condition of facilities and building Cleanliness and condition of facilities and building (including having appropriate layout, ventilation, hand washing facilities and pest control) to enable good food hygiene	0	'very good'
		5	'good'
		10	'generally satisfactory'
		15	'improvement necessary'
		20	'major improvement necessary'
Confidence in management/control procedures	Management of food safety System or checks in place to ensure that food sold or served is safe to eat, evidence that staff know about food safety, and the food safety officer has confidence that standards will be maintained in the future.	0	'very good'
		5	'good'
		10	'generally satisfactory'
		20	'major improvement necessary'
		30	'urgent improvement necessary'

Request to publish a rating early

After an inspection, the rating will be uploaded so that it is published.

Ratings of '5 - very good' will be published as soon as the information is uploaded (weekly).
Ratings of 0 - 4 will be published after the Appeal period.

A business owner or manager can request that a lower rating is published before the end of the appeal period. This request must be made in writing and it must include all the relevant information.

A copy of the form can be found here: <https://www.food.gov.uk/sites/default/files/media/document/early-publication-of-rating-request-form-england.docx>

Safeguards: There are four:

Consider that the rating given is unjust, you may appeal to our lead officer for food or in his absence another line manager. Email: publicprotection@cityoflondon.gov.uk or 020 7332 3630.

<https://www.cityoflondon.gov.uk/assets/Business/food-appeal-form.pdf>

2. You can also request a re-rating if you believe you have completed the necessary work and improved compliance with legal requirements; hygiene standards in your premises will then be reassessed with a view to giving you a new and hopefully higher food hygiene rating before the next inspection. There is a charge for re-rating requests.

https://cityoflondon-self.achieveservice.com/en/AchieveForms/?form_uri=sandbox-publish://AF-Process-8ea117c1-0367-40f5-8e18-376a2b451366/AF-Stagec4c6e6c7-8d0f-46d3-b6c4-1b9ac306a096/definition.json&redirectlink=%2Fen&cancelRedirectLink=%2Fen&consentMessage=yes

3. You can post a right to reply which the public can see when they view your entry on the national food hygiene rating site. This can be used to tell them the improvements you have made.

<https://www.cityoflondon.gov.uk/assets/Business/food-right-to-reply.pdf>

4. If the rating you have received is worse than the previous rating, it is important that you ensure that any display of the previous rating is removed immediately, unless of course you are planning to appeal. Displaying a rating that is higher than the one you are entitled to display is classed as a 'misleading action' under the Consumer Protection From Unfair Trading Regulations 2008. It is a criminal offence to display an incorrect rating and this is a matter that may be investigated by the Trading Standards Service. <https://www.businesscompanion.info/en/quick-guides/good-practice/consumer-protection-from-unfair-trading>

Signature:

Not signed
25 Nov 2024 15:38 GMT

Food Safety Management & Confidence in Management

1 action

Confidence in Management: Assessment

This part of the assessment considers whether a business' food safety management and its control procedures are appropriate for the type of food operation, with the identification of the correct hazards and their control.

Food Safety Management: Is there a valid system?

The part of the inspection process is designed to assess if your business has a suitable, practicable system to manage food safety.

What type of food safety management system does the business use?

Controlling hazards using only Good Hygiene Practices (hygiene pre-requisites)

Have a SFBB pack but not using as no permanent Catering staff. Richard and night cleaner prepare food. Both have level 2 Food hygiene but some time ago.

Are any additional activities performed outside the scope of any generic system?

No

What confidence is there that the food safety management plan will ensure that safe food will be produced?

The main focus is to assess if the hazards identified are complete, correct and have suitable controls in place.

Is the food safety management system capable of producing safe products if it is followed by the business?

Yes

Verification summary

Verification aims to consider if the food safety management system is working as intended and it is likely to continue to result in safe food?

Does the business use a third party(ies) to accredit or assure its processes and procedures

No

Does the food safety management system have a means to ensure it is reviewed?

No

Documents/Review

Have all the relevant document/record sections of the FBOs FSMS been completed

N/A

Are the records that are maintained appropriate to the requirements (e.g. of Article 5) bearing in mind flexibilities

N/A

Training, supervision & instruction

1 action

Can the manager(s), supervisor(s) and any staff questioned demonstrate an appropriate understanding of good food hygiene and of food safety hazards? (Appropriate to their business)

Staff are generally suitably supervised, instructed and/or trained

Food handlers have level 2 Food hygiene but from some years ago. Recommend retake.

To do | Assignee: [REDACTED] | Priority: Medium | Created by: [REDACTED]

It is recommended that food handlers take a refresher Level 2 Award in Food Safety for Catering.

Track record: Attitude & Willingness

Priorities and attitudes towards food hygiene

Accepts that food hygiene is important

Ownership of food safety and hygiene

Places ownership and responsibility for food hygiene compliance on others, e.g. the regulator and other third parties.

Overall attitude and willingness to act

Good

Food hygiene & safety procedures

2 actions

Food Hygiene and Safety Procedures

Evaluate the arrangements to ensure safe and hygienic food handling in the business. Consider the likelihood of; contamination of product; inherent pathogens; bacterial growth.

Purchasing

Can the business demonstrate adequate traceability for the food products it purchases?

Yes

Bookers delivery every Saturday.

Does the business rely upon any supplier assurance scheme, auditing or specifications for the food supplied to them?

Yes

Purchases through Bookers and supermarkets.

Delivery, receipt & collection procedures

Are there adequate checks/procedures in place?

Yes

Is food protected from further contamination, particularly if that contamination could be harmful?

Yes

Preparation & Handling

Are the principles in the E. coli guidance applicable?

No

Harmful bacteria such as E.coli O157, Campylobacter and Salmonella can easily spread to foods, such as salads and cooked foods, (so called ready-to-eat (RTE) food that won't be further processed, through direct contact with raw foods or indirectly by staff, equipment, contaminated surfaces or cleaning materials. When both raw and RTE foods are handled and prepared from the same premises, there must be effective procedures in place to prevent this cross-contamination.

Cloths can also be one of the top causes of cross-contamination in catering premises. It is essential to use them safely to prevent bacteria and allergens from spreading.

Is there a system for managing the use of cloths especially in areas used for Ready to Eat foods?

Yes

Is food protected from further contamination, particularly if that contamination could be harmful?

Yes

Overall assessment of cross contamination measures

Adequate control measures in place

Disinfection

1 action

Where it is necessary is the standard of disinfection appropriate?

No

Decon 7 and Pathosans



Photo 3



Photo 4



Photo 5



Photo 6



Photo 7



Photo 8

Is the preparation and use of appropriate disinfectants/sanitiser understood?

No

15 minute contact time not followed

To do | Assignee: [redacted] | Priority: High | Created by: [redacted]

Ensure that appropriate disinfectants / sanitiser are used and that the manufacturers instructions for use are followed.

Any disinfectant or sanitiser used to control cross-contamination with E. coli O157 should at least meet the requirements of one of the following published standards at the recommended use, dilution and contact time:

- BS EN 1276; or
- BS EN 13697

or, as a minimum, other test standards that meet the conditions and requirements used in these standards. These standards provide assurance that the disinfectant (or sanitiser) is capable of reducing a range of harmful bacteria, including E. coli, to acceptable levels if used as stated by the manufacturer. Some products intended for the home/domestic market may not meet the required standard.

You and your staff must ensure that they are using the appropriate disinfectants; if the standard is not displayed on the product's label you need to contact the supplier or manufacturer for confirmation.

Annex II Chapters I and V Regulation EC No: 852/2004

Standards of cleaning and disinfection tested using our ATP meter

No

Personal Hygiene

1 action

Is suitable (and clean) protective clothing provided?

N/A

Are there suitable hand washing practices and procedures? These should be equal to those recommended in the Food Standards Agency E.coli guidance

No

No soap provided at the hand washbasin, the basin was full of stationery the tap is scaled up.



Photo 9



Photo 10



Photo 11

To do | Assignee: [REDACTED] | Priority: High | Created by: [REDACTED]

Ensure that the hand washbasin is available for use and is provided with an adequate supply of soap.

1. Every person working in a food-handling area is to maintain a high degree of personal cleanliness.

Chapter VIII- Annex II assimilated Regulation (EC) 852/2004

3. At all stages of production, processing and distribution, food is to be protected against any contamination likely to render the food unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Chapter IX- Annex II assimilated Regulation (EC) 852/2004

How to comply.

Although there may be slight variations on handwashing techniques they all include the following steps:

- wetting of hands prior to applying soap
- a prescribed technique for hand rubbing, aimed at physically removing contamination from all parts of the hands
- rinsing of hands
- hygienic drying

It is important that staff dry their hands thoroughly as bacteria can spread more easily if hands are wet or damp.

The FSA have produced a coaching video on appropriate hand washing technique.

<https://www.youtube.com/watch?v=cCpr11OuYKI>

Do food handlers maintain an appropriate degree of personal cleanliness?

Yes

**Are appropriate procedures in place to manage staff illnesses?
Consider health status, illness, injuries and any fitness to work policy.**

Yes

Chilled & ambient storage

Storage controls included:

Time and temperature

Stock rotation

Are there effective storage controls for ambient foodstuffs

Yes

Is there effective control of chilled stock in storage?

Yes

Thawing of frozen food

Does the business thaw food stuffs in such a way as to minimise microbiological risks including contamination

N/A

Cooking

Cooking food at the right temperature and for the correct length of time will ensure that any harmful bacteria are killed. Standard advice is to cook food until it has reached 70°C and stayed at that temperature for 2 minutes (or an equivalent time/temperature combination).

<https://www.food.gov.uk/safety-hygiene/cooking-your-food>

Are appropriate time temperature combinations used for cooking food?

Yes

Boiled eggs only.

Reheating

Does the business reheat food?

No

Cooling:

**If heated products are intended to be stored for further use are they cooled appropriately/in suitable conditions?
To limit the potential for:
Bacterial spore germination and outgrowth;
Further contamination by other harmful organisms or other agents.**

N/A

Hot holding:

Are appropriate Time and Temperature combinations used to limit the potential for growth of harmful bacteria?

Yes

Occasionally hot foods for events.

Service & display of product

Is the food protected from further contamination, particularly if that contamination could be harmful?

Yes

Transport & delivery

Does the business use third party delivery companies to deliver their food (to the final consumer)?

No

Does the business transport or deliver food itself?

No

Cleanliness & structural compliance

Structural and cleaning requirements

This section considers the design, layout, cleanliness and condition (including maintenance) of facilities and the premises, it's building(s), the equipment, ventilation, hand washing facilities and pest control that together help enable good food hygiene and safe food. The comments reflect compliance observed during the inspection

Design and facilities, layout and equipment, maintenance.

Is the size, construction and layout of the premises suitable?

Yes

Small domestic kitchen but minimal preparation carried out on chopping boards at service counter.

Appropriate facilities provided
(maybe some minor issues of non compliance)

In rooms where food is handled does the design and maintenance of surfaces and equipment etc permit good food hygiene practices and in particular permit effective cleaning and (where necessary) disinfection?

Yes

Small cafe prep surface.



Photo 12



Photo 13

Facilities

Are there adequate facilities available for heating, cooling, cooking, refrigerating and freezing food?

Yes

Are there adequate facilities, suitably designated for cleaning; food; premises/structure; utensils and equipment?

Yes

Sink and dishwasher.

Do drainage and waste disposal arrangements appear to be adequate?

Yes

Cleaning

Is the standard and level of cleaning appropriate?

Premises and equipment all clean

The FSA have produced a coaching video which i recommend you consider.

<https://www.youtube.com/watch?v=bRh1N1My4GY>

Pest control

Is there evidence of pest activity?

No

Pest control arrangements; conclusion on pest management

Evidence of effective pest control arrangements

No pest control contract. Monitoring in house.

Food Waste

Has suitable consideration has been given to the waste the business creates so that it can be stored and disposed of hygienically.

Yes

Collection & Verification

Food Safety- Collection & Verification-:

Collection and Verification

Collection and Verification

Collection and Verification

Health and Safety- Collection/verification: Matters of evident concern

Matters of Evident concern

Matters of Evident concern

Matters of Evident concern

Allergens

1 flagged, 1 action

Allergen information & labelling

1 flagged, 1 action

Does the business provide non-prepacked foods and food (they) prepacked for direct sale?

Yes



Photo 14



Photo 15

The Food Information for Consumers Regulation, assimilated Regulation (EU) 1169/2011, requires food businesses to provide information on specified allergens in food sold unpackaged, in for example catering outlets, deli counters, bakeries and sandwich bars. The FIC Regulations are available with guidance e.g. from FSA, <https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses#allergen-information-for-non-pre-packed-foods>

Food labelling requirements for prepacked for direct sale food (PPDS) changed from 1 October 2021 in England

The FSA food labelling decision tool, <https://www.food.gov.uk/allergen-ingredients-food-labelling-decision-tool> can help you identify the type of food your business provides and the relevant allergen information requirements.

Is there a system for providing information for consumers on any foods likely to contain one or more of the 14 specified food allergens?

No

To do | Assignee: [REDACTED] | Priority: High | Created by: [REDACTED]

Ensure that the food allergen information is available for all foods served at your premises.

Foods that are pre-packed for direct sale must be labelled appropriately with a list of ingredients containing emphasised allergens.

Allergies can be life threatening.

You need to know what allergens are in the food you prepare and you must have a system that can give accurate and verifiable information to customers, if they ask.

All staff should know how to handle requests for allergen information.

assimilated Regulation (EU) 1169/2011

Basic guidance on how to comply with allergen requirements for caterers is now available as part of the FSA Safer Food Better Business, <https://www.food.gov.uk/sites/default/files/media/document/sfbb-caterers-pack-food-allergies.pdf>

You also need to refer to and complete the 'Managing Food Allergen information' pages in the Management section of this pack.

<https://www.food.gov.uk/sites/default/files/media/document/managing-food-allergen-information.pdf> All of the FSA's information, guidance and templates are available on the FSA website.

New labelling requirements for prepacked for direct sale food (PPDS) need to be properly considered. These requirements came into force from 1 October 2021.

The requirements place a duty on food businesses to label PPDS food with a list of ingredients containing emphasised allergens bringing the provision of allergen information in line with labelling for prepacked food, reducing consumer confusion.

The FSA have produced technical guidance, https://www.food.gov.uk/sites/default/files/media/document/fsa-food-allergen-labelling-and-information-requirements-technical-guidance_0.pdf to cover the interpretation and application of allergen provisions for foods that are prepacked, non-prepacked and prepacked for direct sale (PPDS).

Do customers have access to allergen information provided in an appropriate manner

Communication to customers needs to be improved

You can use this allergy and intolerance sign to tell your customers how they can find out allergy information.

<https://www.food.gov.uk/document/allergy-and-intolerance-sign-colour>

Have staff received training on allergen awareness, dealing with customer requests and on providing allergen information

No

Do staff understand that undeclared 'ingredient-level' presence of an allergen is the major risk to customers with allergies?

Safe

Can staff easily check what foods contain the 14 allergens if a customer asks?

No

No food allergen matrix available. Referring to packaging.

When staff prepares a dish for someone with a food allergy, do they consider potential cross-contamination? Do they clean effectively first and are they using clean equipment?

N/A

Foods not made to order.

Would staff know what to do if a customer were to have an allergic reaction on the premises?

Yes

Gluten and gluten free product labelling has its own specific requirements.

Around 1% of people in the UK are intolerant to gluten (often referred to as coeliac disease) and need to avoid foods containing gluten to prevent potentially serious health effects. This makes labelling claims about gluten in foods an important issue.

Menus and other food information provided by the business must comply with the legislation on providing allergen ingredients information and on gluten free claims. Coeliac UK have produced

specific guidance for the Catering and Hospitality industry called 'Catering gluten free: how to get it right' <https://www.coeliac.org.uk/form/gluten-freeevolution-guidance-form/>

Does the business make any free-from claims on the products they produce?

No

Food Standards

Food Standards control carried out?

Yes- using the existing standards rating

Food standards interventions are part of the system for ensuring that food meets the requirements of food standards law, including proper presentation, labelling and advertising so as not to confuse or mislead, compliance with compositional standards, and the absence of non-permitted or excessive levels of additives, contaminants and residues.

Traceability / Authenticity

The traceability of food and food ingredients along the food chain is an essential element in ensuring food safety. A business needs to have appropriate systems in place to track products supplied to them and which they themselves supply.

Traceability check carried out

Documentation, e.g. invoice

Documentation, e.g. invoice 1

Observations, supporting information, evidence

Compliance

Traceability check carried out

Does the business produce pre-packed food for anyone else?

No

Does the business directly import food? (e.g. Products of Animal Origin (NB: CVED) or Non Animal Origin products (NB Special entry/control requirements for some)

No

Is there additional traceability and authenticity checks required to comply with specific requirements e.g. Oysters and health marks, or to verify customers are getting what is advertised? e.g. extra virgin olive oil, specified meat (premium cuts and origin)

N/A

Consider potential substitution or misleading claims

No

Labelling

Are pre-packed goods made on site and sold elsewhere?

No

Are Health and/or Nutrition claims made? Do these comply?

N/A

Authenticity

Cross-check products used/ordered with those claimed (esp. premium ingredients)?

Does the business have a documented quality system for food standards	N/A
The potential risk to consumers and other businesses	10- Local businesses that use in-store produced labels, window displays, chalk boards, menus etc., e.g. butchers, bakers, health food shops, restaurants, takeaways, caterers supplying more than 10 meals per day, and businesses using claims for marketing advantage.
The type of activities that the food business undertakes	10- Non-manufacturing retail/catering selling only from their own establishment.
Confidence in management/control systems	10- Effective
Summary assessment/main issues identified	A typical business with some minor non-compliance with statutory obligations.

Media summary



Photo 1



Photo 2



Photo 3



Photo 4

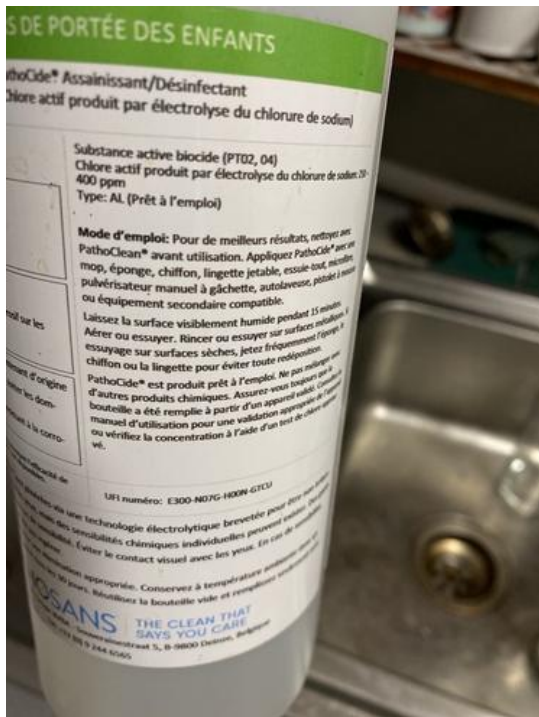


Photo 5



Photo 6



Photo 7



Photo 8



Photo 9



Photo 10



Photo 11



Photo 12



Photo 13



Photo 14



Photo 15