

Request

Follow-up to FOI 15101

Is it at all possible to have a further copy of the tenant's first environmental report after 11/10/2018 when the tenant took over the shop at 271 Upholland Road, Billinge, Wigan, WN5 7DN

Response

Please see report on following page(s)

Food Establishment Inspection Supplementary Records

Food Establishment: Muffin Man

Address: 271 Upholland Road, Billinge, Wigan WN5 7DN

Date of Inspection: 9 December 2019

Officer inspecting: XXXXXXXXXX

FHRS Score (circle or highlight) – included; excluded; included and private; exempt; sensitive; exempt and private.

Food Establishment Intervention Rating circle or highlight

Potential Hazard (Food Type & Handling)	A 40 <small>Manufacture high risk</small>	B 30 <small>Prep open high risk</small>	C 10 <small>handling high risk</small>	D 5 <small>Retail low risk</small>	Potential Hazard (Method of Processing)	A 20 <small>High risk</small>	B 0 <small>All others</small>
Consumers at Risk	A 15 <small>National/international</small>	B 10 <small>Substantial</small>	C 5 <small>Local area</small>	D 0 <small>< 20</small>	Vulnerable groups	A 22 <small>Vuln group</small>	B 0 <small>All others</small>
Compliance Hygiene & Safety	A 25 <small>Total non-compliance</small>		B 20 <small>Stds generally low</small>	C 15 <small>Major non compliance</small>	D 10 <small>Minor non compliance</small>	E 5 <small>Good std compliance</small>	F 0 <small>High std compliance</small>
Compliance Structure	A 25 <small>Total no-compliance</small>		B 20 <small>Stds generally low</small>	C 15 <small>Major non compliance</small>	D 10 <small>Minor non compliance</small>	E 5 <small>Good std compliance</small>	F 0 <small>High std compliance</small>
Confidence in Management	A 30 <small>Poor track record</small>		B 20 <small>Varying compliance</small>	C 10 <small>Satisfactory record</small>	D 5 <small>Good record</small>	E 0 <small>Excellent record</small>	
Significance of risk	A 20 <small>Significant risk</small>		B 0 <small>No significant risk</small>		Brand Standard Score		3

Notes additional to Establishment Carbonised Report

Compliance with food hygiene and safety procedures
Compliance with structural requirements
Confidence in management/control procedures
Manager onsite fairly good knowledge, company systems lacking in places including allergens

FOOD BUSINESS INTERVENTION REPORT



Food Safety Act 1990
 The Food Safety and Hygiene (England) Regulations 2013
 Health and Safety at Work etc. Act 1974
 Food Information Regulations 2014; General Food Regulations 2004
 Other

Intervention: Programmed Insp; Partial Insp; Reactive; Official Control; Sampling.

Unique ID <u>365157</u> Trading name and address of business: <u>Muffin Man</u> <u>271 Upholland Road</u> <u>Billinge, Wigan</u> Post Code: <u>WN5 7DN</u> contact number: <u>01695 628088</u> email: <u>info@muffinman-wigan.co.uk</u>		Registered office address (if different): Post Code: Name of the food business operator/food business proprietor: [Redacted] <u>T Kennedy + son Ltd.</u>																													
Size and scale of the business [Redacted]		Name(s) of person(s) seen and/or interviewed: [Redacted] <u>Manager</u>																													
Type of food activities (including imports/exports) <u>occasional buffets</u> <u>brake off pies, make sandwiches,</u> <u>cakes, jackets, bread, buffets</u> <u>uncooked</u>		Vulnerable Groups score <u>Y / (N)</u>																													
Number of food handlers [Redacted] <u>Full time + part time</u> <u>saturday shifts</u>		Areas inspected/audited. Special equipment, processes or features <u>Hot pies sold, hot sandwiches</u>																													
Documents and/or other records examined <table border="1"> <tr> <td>Pest Control</td> <td>✓</td> <td>HACCP/SFBB</td> <td>✓</td> </tr> <tr> <td>IT Pest control</td> <td>✓</td> <td>+ HACCP</td> <td>✓</td> </tr> <tr> <td>Temp monitoring</td> <td>✓</td> <td>Suppliers</td> <td>✓</td> </tr> <tr> <td>Cleaning schedule</td> <td>✓</td> <td>Staff Training</td> <td>✓</td> </tr> <tr> <td>Other</td> <td></td> <td>Level 2</td> <td>✓</td> </tr> <tr> <td></td> <td></td> <td>Other</td> <td>✓</td> </tr> <tr> <td></td> <td></td> <td>Food safety etc</td> <td>✓</td> </tr> </table>		Pest Control	✓	HACCP/SFBB	✓	IT Pest control	✓	+ HACCP	✓	Temp monitoring	✓	Suppliers	✓	Cleaning schedule	✓	Staff Training	✓	Other		Level 2	✓			Other	✓			Food safety etc	✓	All areas	
Pest Control	✓	HACCP/SFBB	✓																												
IT Pest control	✓	+ HACCP	✓																												
Temp monitoring	✓	Suppliers	✓																												
Cleaning schedule	✓	Staff Training	✓																												
Other		Level 2	✓																												
		Other	✓																												
		Food safety etc	✓																												
Opening Hours <u>Mon - Fri 7 - 16:30</u> <u>Sat 7 - 15:00</u>																															
Intervention rating scores		FOOD HYGIENE RATING																													
Compliance with food hygiene and safety procedures	10	3																													
Compliance with structural requirements	10																														
Confidence in management/control procedures	10																														
Action to be taken by food business and timescales <u>Address issues in this report</u>																															
Action to be taken by the food authority: <u>No further action. Information on your allergen control will follow.</u>																															
Officer name in capitals: [Redacted] Signature: [Redacted] Designation of Inspecting Officer <u>EHO</u>		Contact details of senior officer in case of dispute [Redacted] Record received by: [Redacted] Signature: [Redacted]																													
Date / time of visit <u>9/12/19 9:45</u>																															

Wigan Council operates the National Food Hygiene Rating Scheme. Your rating reflects the standards of food hygiene found on the date of inspection.

Notes for food business operators following an inspection and rating:

- **If you consider that the rating given is unjust, you may appeal this with the local authority lead officer for food or in his/her absence, by the designated deputy. The appeal must be made in writing within 21 days from the date of this letter.**
- A web link to information on the scheme including template forms for lodging an appeal, submitting a 'right to reply' and for requesting a re-visit is available at <https://www.wigan.gov.uk/foodhygienerating>
- There is a charge to request a re-visit for your business to be re-rated; the request must be completed on line
- Your rating will be published on the Food Standards Agency website at <http://ratings.food.gov.uk/> Ratings of 5 will be published approximately 2-3 weeks after your inspection; ratings of 0 – 4 will be published approximately 5 weeks after your inspection.
- You are encouraged to display your window sticker in a prominent position so that it is clearly visible to members of the public.
- Please destroy the certificate/sticker for your previous rating. Continuing to display these may constitute an offence under trading standards legislation.

A copy of the Wigan Council's Enforcement Policy is on the Council's Internet Site by entering the words 'Policies and Plans' in the search box..

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.

For further information and guidance the following links may be useful:

If you want to:

- look up a Food Hygiene Rating Scheme score for a business in Wigan:
<http://ratings.food.gov.uk/AdvancedSearch.aspx>
- register your food business on line
- <https://www.gov.uk/apply-for-a-licence/food-premises-registration/wigan/apply-1>
- download a Food Standards Agency "Safer Food Better Business" pack
<https://www.food.gov.uk/business-industry/sfbb>
- access guidance and other resources about food allergens
<https://www.food.gov.uk/business-industry/allergy-guide/allergen-resources>
- access guidance about E. coli O157 and cross contamination
<https://www.food.gov.uk/business-industry/guidancenotes/hygguid/ecoliguide>

If you want to register for individual regulatory advice and guidance follow the link at www.wigan.gov.uk/businessregulatoryadvice

Food Standards Agency (FSA) advice and guidance for food businesses
<http://www.food.gov.uk/business-industry>

Health and Safety Executive (HSE) for information and guidance on workplace safety
<http://www.hse.gov.uk/>

Food Hygiene Intervention Report

page 2 of 2

Premises/business *Muffin Man*
Officer [REDACTED]

Date & Time of visit
9/12/19 9:45



Codes: C=compliant: N= non-compliant: P=Partial compliant: N/O= not observed: N/A = not applicable

1. Compliance with food hygiene and safety procedures.

Hand washing procedures	P	Temperature control - cooking	C
Control of cross contamination	P	Temperature control - cooling	C <i>self, plus pasta</i>
Food Storage - temperature control	C	Temperature control - reheating	C
Stock Rotation	P	Temperature Control - Hot holding	C
Delivery Checks/ traceability	C		

Action Required
 - a collander used for ready to eat pasta + tuna was stored under the ready to eat area, there should not be anything stored under this area that is ready to eat or equipment used for ready to eat food.
 - Sweetcorn is being defrosted + put into salads, this should be cooked before putting in the salad.
 - food with 5 days life is being given a 6 day shelf life, the day of opening must be included in the shelf life.

2. Compliance with structure requirements.

Structural repair	P	Cleanliness of equipment	C	Sanitary Accommodation	P
Lighting / ventilation	C	Hand wash facility	C	Waste storage/disposal	C
Layout of work areas	C	Equipment sink(s)	C		
Cleanliness of structure	C	Pest proofing/ pests	C		

Action Required
 - The shelves in the back room are bare wood, so can not be cleaned, provide the shelves with a smooth, impervious + washable surface.
 - The window ledge in the back store room is damaged, repair the window ledge leaving a smooth, impervious + washable surface.
 - There is a fair amount of food debris under the work units, clean this floor.
 - The wall behind the service counter is bare wood + can not be cleaned, finish the surface so that it is smooth, impervious + washable - varnish wood!

3. Overall Confidence in management / control procedures

Written mgt system	P	Traceability/supplier	C	Staff supervised	C
Hazards/ controls understood	C	Training - formal	C	Training - internal systems/ safe methods	C

Action Required
 - SFBB says cloths go to Park Road for washing this is not the case they are taken home by [REDACTED], the catering section does not reflect what is done in practice, review the SFBB pack.
 - The probe is being checked by putting boiling water in a cup, this should be done using a pot of boiling water at the hob. The cold temperature is being +

Recommendations
 - I would recommend that the temperature of cooked meats is taken on occasions at delivery.

Guidance Issued/discussed

E coli. & cross-contamination	<i>discussed</i>	Acrylamide	<i>discussed + sheet given</i>
Food Allergens	<i>Information to follow</i>	Other	

* completed and being allowed to read upto -3°C the temperature should be -1,1, +1°C.

FOOD BUSINESS INTERVENTION REPORT

Food Safety Act 1990
 Regulation (EC) No 852/2004
 The Food Safety and Hygiene (England) Regs 2013 General
 Food Regulations 2004
 Other (specify)

Places Directorate
 Business Compliance &
 Improvement Section,
 PO Box 100, Wigan
 WN1 3DS
 Tel: 01942 489330
 Email: comm@wigan.gov.uk

**Continuation Sheet**

Officer [redacted] + [redacted]

Date & Time of visit
 9/12/19 9.45

Premises/business
 Muffin Man
 271 Upholland Road
 Billinge, Wigan, WN5 7DN

- Codes:**
 1 Compliance with food hygiene and safety procedures.
 2 Compliance with structure requirements.
 3 Confidence in management / control procedures

- L** = legal requirement (action required by the Business)
R = recommendation
G = guidance sheet provided
S = food samples taken

Code	Item
L 1	The dirty salad + veg is being chopped on the same green board as the clean salad + veg. As you do not have a dishwasher to heat disinfect the boards, separate boards must be used. The boards should be easily identifiable, they must be stored separately. This applies to all equipment that is used for raw/dirty meat/veg/salad
L 2	There is no intervening space to the WC. Install an intervening space to the WC.
L 3	Your HACCP states that chilled food should be stored at 8°C however you have cooked meat onsite that requires storing at 0-4°C to maintain the shelf life + sandwich fillings that require storage at 1-5°C to maintain the shelf life. Your fridges must run at these temperature if you are storing these temperature foods. * see below
L 3	It is a legal requirement that all food businesses register these businesses with the Local Authority where they are operating. Wigan Council do not have a registration for this business; you must register this business.
L 2	As you handle both raw + ready to eat foods, if the wash hand basin in the back room is used, the tap should be left running + switched off using paper towel.
	* from above - The fridge/freezer temp record does have a target temperature of 5°C.

Record received by (and Position in business): _____ Signature _____

T Kennedy and Sons Ltd
Hewitt House
Winstanley Road
Orrell
Wigan
WN5 7XA

Our Reference	INU 044245
Your Reference	
Please ask for Extension	
Direct Line	01942 [REDACTED]
Date	17 December 2019

Dear Sirs

Food Safety Act 1990
Regulation (EC) No 852/2004
The Food Safety and Hygiene (England) Regulations 2013
Food Information Regulations 2014
Muffin Man 271 Upholland Road, Billinge WN5 7DN

I am writing following your recent food hygiene rating inspection at the above premises; a copy of the inspection outcome has already been forwarded to you.

In addition to hygiene standards we also looked at your procedures in relation to management of allergens. Details of the inspection regarding allergen management/compliance are in the attached report. These matters did not contribute to your rating.

A copy of the Wigan Council's Enforcement Policy is available on request by telephoning the above number. It may also be accessed on the Council's Internet Site by entering the words 'Policies and Plans' in the search box.

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 faithfully

[REDACTED]
[REDACTED]

PUBLIC PROTECTION MANAGER

Cc The Manager. Muffin Man 271 Upholland Road, Billinge WN5 7DN

Please reply to [REDACTED] Environmental Health
Wigan Council, Places: Environment, Regulatory Services
PO Box 100, Wigan, WN1 3DS
Phone: 01942 [REDACTED] Email [REDACTED]
www.wigan.gov.uk

Confident Place, Confident People.

Food business establishment/food premises report - Allergens

Trading name and address of the business:	Muffin Man 271 Upholland Road, Billinge WN5 7DN
Registered and/or Head Office address (if different):	Hewitt House Winstanley Road Orrell Wigan WN5 7XA
Name of the food business operator/food business proprietor:	T Kennedy and Sons Ltd
Type of business:	Retail shop selling bread, cakes/biscuits, hot and cold sandwiches, pies (cooked and frozen), buffets
Name(s) of person(s) seen and/or interviewed:	Shop Manager - [REDACTED]
Date, time and type of intervention visit	Morning of 9 December 2019
Areas inspected/audited:	Allergens
Documents and/or other records examined (to be specified):	Allergen folder, Muffin Man buffet options
Samples taken (to be specified):	

Priority actions/improvements necessary comply with the law.

<p>1. Food Information Regulations 2014</p> <p>Signage was displayed informing customers that they could ask about allergenic ingredients in products.</p> <p>Details of allergenic ingredients in products were kept in a folder. When we compared this to what was on sale there were a number of products not listed and therefore no information was available for customers. Examples included madeira cake, fruit cake slices, flapjacks, biscuits, pork and sweet chilli pie, almond slices, bakewell slices, muffins.</p> <p>Bread products are all dealt with together – so it was not clear if any of the seeded products for example would have additional allergenic ingredients that should be listed.</p> <p>Products did not have "may contain" listed – I am assuming that none therefore have this on ingredients packaging. Do check and amend your matrix if necessary</p> <p>You must have up to date allergen information readily available at your shops (it is not acceptable to have to rely on phoning Mr Spencer with allergen queries).</p>
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We looked at a sandwich product made on site with the manager to check allergen information. There was no matrix used but labels from products were available and the manager was able to work through the ingredients to collate correct information. Do make sure that staff remember to include sauces, oils, dressings etc.

There were a number of prepacked products in the shop that had no ingredient labelling, for example boxes of mince pies, wrapped madeira cakes and wrapped frozen plate pies. I have spoken to [REDACTED] from our Trading Standards team. He has advised me that **products packed/wrapped at the bakery site and transferred for sale at shops do require full labelling (including allergens)**. I understand you have previously had contact with [REDACTED] for advice about labelling; he will contact you regarding this.

I also note that you have an on-line shop coming soon on your website - **allergen information should be available to inform customers on your website.**

2. Allergen Management and Procedures

Whilst the site manager was knowledgeable about allergens this was not as a result of company training, policies etc. - there was no evidence that staff had received training in this area nor was there any evidence of any written safe methods/procedures for dealing with customers with allergens. **Staff should have adequate training/knowledge so this should be addressed.**

You will probably be aware of the online FSA e learning at <https://allergytraining.food.gov.uk/english/> - I believe this will be updated by the FSA in due course.

During the visit we asked about controls for preparing food for a person with allergies. **In my opinion you are currently unable to guarantee that the food would be free of allergens** because of:

- Incomplete allergen information for the full range of products sold at the shop
- No procedure to ask about allergen requirements in telephone or buffet orders
- No separation of equipment or safe method for preparation of food for an allergenic customer.
- Plastic containers were re-used and it was unclear if this could present a contamination risk as there was no procedure or system identified and documented to safely wash and re use containers. For example, jam was stored in a plastic tub previously used for Nutella.
- There was no evidence that the company had looked at its' food manufacture, distribution, storage, shop activities etc. to determine if it can eliminate allergen contamination.

It is very difficult to manage allergens in a small bakery environment and you may decide going forward that you are not able to serve any allergy free products.

At the moment you should:

- **inform your customers that you cannot guarantee that food you prepare will be totally free from allergens.**
- **STOP serving any customers who advise that they have a food allergy.**

Please consider the circumstances in your other shops and take action as necessary.

Action to be taken by the food business operator /food business proprietor:	Please ring or email to confirm what actions you will be taking. I have referred the labelling matters to my Trading Standards colleagues Please note that I work Mon - Wednesday
Action to be taken by the Food Authority (to be specified):	It is expected that you will consider and address the above matters.
Signed by:	
Name in capitals:	[REDACTED]
Designation of inspecting officer:	Public Protection Manager
Contact details of senior officer in case of dispute:	[REDACTED]