



**REQUEST 18993**

I refer to the Food Hygiene Rating inspection carried out at Albert's Bar & Restaurant, School Lane, Standish on 30 August 2023, which resulted in a rating of 2 – Improvement Necessary.

I understand from your disclosure log that the detailed inspection report was withheld under Section 30(1)(b) of the FOIA on the basis that it relates to investigations or proceedings that may lead to prosecution.

I respectfully request that you reconsider disclosure of the full report (or a suitably redacted version).

**RESPONSE**

I can confirm that at the time of the original request, investigations at this food establishment were ongoing which may have resulted in a decision to instigate criminal proceedings. However, this is no longer the case.

Please see attached food hygiene report.

Management  
Alberts Bar and Restaurant  
School Lane  
Standish  
WN6 0TD

Our Reference  
Your Reference  
Please ask for  
Telephone  
Date

INU 052365  
[REDACTED]  
[REDACTED]  
08/09/2023

Dear Management,

**Food Safety Act 1990**  
**Regulation (EC) No 852/2004 (retained EU Law)**  
**The Food Safety and Hygiene (England) Regulations 2013**  
**Alberts Bar and Restaurant, School Lane, Standish, WN6 0TD**

A complaint was received following reports of several cases of illness after eating at the restaurant. They reported eating the roast beef dinner. A visit was carried out on 30/08/2023 and a review of the procedure for the roast beef dinner was carried out. Some environmental swabs were taken and a food sample.

A second complaint of a similar nature was received, and a second visit was made to the restaurant on 05/09/2023. This visit was focusing on a different meal – whipped goats' cheese bruschetta starter. A review of the preparation of this meal was carried out. Formal sampling (environmental swabs and food samples) was carried out.

During the two visits, significant risks were observed in that adequate procedures were not in place to prevent the risk of cross contamination on the premises. The business has been re-rated.

A number of the observations have been raised during previous inspections, highlighted in letters dated: 07/11/2019 and 14/09/2021.

A full inspection was not carried out and the only section that has been rescored is 'section 1: Compliance with food hygiene and safety procedures' – see below.

Section 1 in the attached visit report requires your attention to comply with the legislation quoted in the letter heading. Recommendations of good practice are identified separately; these do not contribute to your rating. The contraventions found during the previous inspection; letter dated 09/11/2021 have not been assessed.

**If you want to achieve a higher rating, you must make the improvements described and request a re-inspection.**

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

Confident Place, Confident People.

Your business has been rated as follows:

Criteria Assessed	Intervention rating score
Compliance with food hygiene and safety procedures	<b>15 (major non-compliance)</b>
Compliance with structural requirements  <b>This element has not been re-scored – score from previous inspection</b>	<b>0 (high standards of compliance)</b>
Confidence in management/control procedures  <b>This element has not been re-scored – score from previous inspection</b>	<b>10 (satisfactory record of compliance)</b>
<b>Food Hygiene Rating</b>	 <i>Intervention rating score-25</i> <i>Food Hygiene rating- 2</i> <b>Improvement necessary</b>

#### Important notes for food business operator

- 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; 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.
- 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-rating or early publication is available at <https://www.wigan.gov.uk/foodhygienerating>
- There is a charge for requesting a re-rated visit, with a view to giving you a new and higher food hygiene rating.
- 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 weeks after your inspection; ratings of 0 – 4 will be published approximately 5 weeks after your inspection. You may request that a 0 – 4 rating is published before the end of the appeal period by submitting a request online at <https://www.wigan.gov.uk/foodhygienerating>
- You are encouraged to display the enclosed window sticker showing your rating in a prominent position so that it is clearly visible to members of the public. Please destroy the certificate/sticker for your previous rating. Only the most recent rating should be displayed. Continuing to display these may constitute an offence under Consumer Protection from Unfair trading Regulations 2008.

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



**COPY TO: ELLE R LEISURE LIMITED LOWER BASEMENT OFFICE EASTGATE, 2  
CASTLE STREET, MANCHESTER, UNITED KINGDOM, M3 4LZ**

### **Food business establishment/food premises intervention report**

Trading name and address of the business:	Alberts Bar and Restaurant School Lane, Standish, WN6 0TD
Registered and/or Head Office address (if different):	Lower Basement Office Eastgate, 2 Castle Street, Manchester, United Kingdom, M3 4LZ
Name of the food business operator/food business proprietor:	Elle R Leisure Limited
Type of business:	Restaurant and bar
Name(s) of person(s) seen and/or interviewed:	<p>30/08/2023</p> <ul style="list-style-type: none"> <li>• [REDACTED]</li> <li>• [REDACTED]</li> </ul> <p>05/09/2023</p> <p>[REDACTED]</p>
Date, time and type of intervention visit	<p>30/08/2023 13:00 unannounced complaint visit + sampling</p> <p>05/09/2023 11:35 unannounced complaint visit + formal sampling</p> <p>Both visits were made by [REDACTED] Environmental Health Officers</p>
Areas inspected/audited:	Kitchen + chiller and freezer units (focused on areas where the following dishes are prepared: roast beef dinner + goats' cheese bruschetta)
Documents and/or other records examined (to be specified):	Monitoring records Full supplier details
Samples taken (to be specified):	<ul style="list-style-type: none"> <li>• Samples – separate letter to follow</li> <li>• Photographs</li> </ul>

#### **Priority actions/improvements necessary to improve your rating & comply with the law.**

##### **1. Compliance with food hygiene and safety procedures**

**1.1** The observations listed below pose a risk of contamination, including cross contamination. You must review the layout of the kitchen and ensure raw and ready to eat foods are prepared separately.

- The green, yellow and white chopping boards, all used for ready to eat food preparation, were stored under the raw meat preparation table. This poses a potential risk of cross contamination of food. You must consider what is stored above and below raw preparation areas to prevent clean equipment becoming contaminated. *The chopping boards had been relocated by the second visit.*
- A tub of raw steak was stored next to the yellow chopping board in the servery

area. Raw steaks are lifted over the yellow chopping board, when ordered. Lifting raw food over equipment that comes into direct contact with ready to eat food poses a potential risk of cross contamination. Either relocate the chopping board to an area away from raw food or the tub to an area where raw food only is handled.

- A tub of cooked chicken and gammon was sat on top of a used red chopping board in the servery area. The chef, when questioned, advised it was because he was busy, and we had needed to speak to him. He then picked up the tub and placed it on the yellow board next to a cooked steak. This is not acceptable and poses a potential risk of cross contamination. Remind staff of the importance of keeping equipment used for raw food and equipment used for ready to eat food separate.
- Goats cheese and cream are placed into the mixing bowl on the table where raw meat is prepared. We spoke about the cleaning, and I was told that a 2-stage clean and disinfection is carried out, sometimes. This is because there are staff cleaning the surfaces throughout the day. I asked how the surface is cleaned, on the occasion it is cleaned by the food handler, and the 2-stage clean and disinfection was discussed. However, the contact time of the disinfectant once sprayed, is not being followed. One of the chefs said they leave it for a few seconds and then wipe and I saw another member of staff spray and wipe down. The contact time of 30 seconds is not being followed. All staff must carry out a thorough 2-stage clean and disinfection and follow manufacturer's instructions for use.
- Phones were found throughout the kitchen. Staff were either handling phones and then not washing hands thoroughly or storing them on chopping boards. The green chopping board used for ready to eat salad had a phone stored in direct contact with it. Cigarette packets were found on surfaces too. Phone/cigarette packets harbour bacteria and can then contaminate equipment. Remind staff of the importance of handwashing/storing items away from food surfaces.
- The following was noted in relation to the washbasin by the entrance to the kitchen:
  - A tub of bruschetta dressing was uncovered and directly under the blue roll dispenser. Water then drips into the food when reaching for the blue roll. I understand this has been logged with maintenance. However, you must ensure all food is covered in this area to prevent food from being contaminated.
  - The washbasin was dirty, and staff are turning on the taps with their hand, cleaning their hands and then re touching the taps thus re contaminating their hands. You must remind staff of the importance of hand washing and ensure that hands are not re contaminated e.g., turn tap off with paper towel.
- Raw and ready to eat foods are washed in the food wash sink. The sink was not cleaned and disinfected. Food should be washed in a colander, for example, and not in direct contact with the sink.
- Edamame beans are used in the goat's cheese starter. I was told that the beans are defrosted in a pan of cold water and then ready to eat. The manufacturer has

not stated that this is a ready to eat product. It does state, however, that the beans can either be cooked via microwave or hob. You must follow the manufacturers instruction and treat all food as raw unless the manufacturer states it is a ready to eat product. Remind staff of the importance of following the manufacturers instruction. Review recipe card for this product and any others that use edamame beans.

- I saw staff touching the red bin by the raw meat preparation area and not washing hands. Remind staff of the importance of how and when to wash hands.

**1.2** Roast potatoes had been dated with 28<sup>th</sup> Aug. However, the potatoes were prepared on the 27<sup>th</sup>. Please remind staff of the importance of putting the correct date on the label. This could result in the shelf life being prolonged. The potatoes also remained in the refrigerator on day 4. Ensure stock is checked daily and disposed of.

**1.3** I asked staff what they would do should they have diarrhoea and/or vomiting symptoms. Staff were not aware that they can only return to work 48 hours after their last bout of illness. All food handlers must be aware of this, and you must remind staff of the importance of not returning before this time.

**This element has been rescored.**

**Action must be taken to address all the above contraventions immediately.**

## **2. Compliance with structure requirements**

This element has not been rescored and therefore remains a 0 as per previous inspection carried out on 09/11/2021 by [REDACTED]

## **3. Confidence in management / control procedures**

This element has not been rescored and therefore remains a 10 as per previous inspection carried out on 09/11/2021 by [REDACTED]

**In addition, you may wish to consider the following recommendations of good practice.** \* Please note that these matters are not legally required and do not contribute to the Food Hygiene Rating Score awarded

- Have a separate peeler for ready to eat courgette and raw carrot. Please note this is only a recommendation because the peeler is washed in the dishwasher. Handwashed food equipment must be separate for raw food preparation and for ready to eat food preparation.
- Use a thermometer in the refrigerator under the salad preparation area. The smaller freezer is hiding the internal dial and when moved can turn the refrigerator off. Alternatively relocate the small freezer.

Food Hygiene Rating Score



Action to be taken by the food business operator /food business proprietor:	Please ring or email [REDACTED] when these matters have [REDACTED]  You can register at the link below for an advisory site visit. There is a fee payable for this service. <a href="http://www.wigan.gov.uk/businessregulatoryadvice">www.wigan.gov.uk/businessregulatoryadvice</a>
Action to be taken by the Food Authority (to be specified):	A revisit to check your progress will be made.
Signed by:	[REDACTED]
Name in capitals:	[REDACTED]
Designation of inspecting officer:	Environmental Health Officer
Contact details of senior officer in case of dispute:	[REDACTED]