



REQUEST 19426

1. The ratings website tells me that I can request a copy of the food hygiene review for the above establishment. Can I have a copy please.
2. The reason is that a recent review of the pub questioned why gluten free was no longer listed on the menu, and the given reason was EHO guidelines don't allow it due to inability to prevent cross contamination. What's changed? And why ?

RESPONSE

Please see attached food hygiene inspection report.

104 56583



4.

FOOD BUSINESS INTERVENTION REPORT

Food Safety Act 1990
The Food Safety and Hygiene (England) Regulations 2013
Regulation (EC) No 852/2004 (retained EU law)
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.

Form containing fields for Unique ID (348145), Trading name (BOARDS HEAD @ STANDISH), Registered office address (AS ADDRESS), Post Code (WN6 0AD), Name of food business operator (BOARDS HEAD @ STANDISH LTD), Size and scale of business (Approx 250 covers per day), Number of food handlers (5), Documents examined (Pest Control, HACCP/SFBB, etc.), Intervention rating scores (10, 10, 10), and Action to be taken (See overview, 1 immediately, 2 within 4 weeks, 3 within 3 weeks).

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

Important notes for food business operator 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; 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 requesting a re-rating or early publication is available at <https://www.wigan.gov.uk/foodhygienerating>
- There is a charge if you request a re-rating 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 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/>
- register your food business online
<https://www.wigan.gov.uk/Business/Environmental-Health/Food-Hygiene-and-Safety/Food-premises-registration.aspx>
- 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.wigan.gov.uk/Business/Environmental-Health/FORegulation@wigan.gov.ukod-Hygiene-and-Safety/Food-Allergy-Business.aspx>
- access guidance about E. coli and cross contamination
<https://www.food.gov.uk/business-industry/guidancenotes/hyqquid/ecoliguide>

Regulatory advice and guidance options for businesses
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

Premises/business Officer **BOARDS HEAD**

Date & Time of visit **25/2/25 14.30pm**

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	N/O	Temperature control - cooking	C +75°C
Control of cross contamination	P	Temperature control - cooling	P
Food Storage - temperature control	C	Temperature control - reheating	C +75°C
Stock Rotation	C	Temperature Control - Hot holding	NA.
Delivery Checks/ traceability	C		

Action Required

- at 14.45pm
- 1.1) Gravy prepared at 11am was left out on the side (ambient room temperature). It was lukewarm and temperature probed at 36.2°C. Food must be either hot held (+63°C) or cooled & refrigerated within 90 minutes to reduce risk of growth of bacteria.
 - 1.2) sanitiser indicates 100ml neat chemical to be diluted in 1litre of water. Currently 100ml is being diluted in a 470ml bottle. This will overconcentrate the sanitiser. The chemical must be diluted according to manufacturers instructions.

2. Compliance with structure requirements.

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

Action Required

- 2.1) The following was dirty and requires clearing: wall surface & paperwork under sink in kitchen, dishwasher racking in kitchen, power switch in kitchen over sink, inside ice machine, cobwebs (cellar), mould growth on ceiling (cellar), trays storing pizza dough in freezer, blade on can opener, external door seals (glass washer), shelves in bar
- 2.2) The ambient storage shed is not suitable as its barewood and the flooring is not impervious or able to be effectively cleaned. All surfaces must be washable and able to be effectively cleaned. Renew surfaces eg barewood with washable paint, renew floor covering.

3. Overall Confidence in management / control procedures

Written mgt system	N	Traceability/supplier	C	Staff supervised	C
Hazards/ controls understood	P	Training	N/O	Allergen management	P
		<ul style="list-style-type: none"> Formal Internal systems/ safe methods 			

Action Required

- 3.1) The documented food safety system cannot be located. The documented safety system must be available at all times. You stated you have one on order. You should download the Caterers pack from www.food.gov.uk and fully complete the pack Recommendations and train staff on it.
- 3.2) Some of the issues in this report indicate a lack of food hygiene training. All staff must be trained (ideally to level 2) in food hygiene. Refresh staff training.

Guidance Issued/discussed

E coli. & cross-contamination	Left insert to complete	Other(s)	
Food Allergens	Not guaranteeing allergy free meals.		

Food Hygiene Intervention Report

Continuation sheet



Premises/business Beards Udon

Date & Time of visit

Officer

25/2/25 14.30pm

SECTION 1 + 2 CONTINUED

- 1.3) Food eg. Peasbrook are not being washed prior to preparation. This produce item is not supplied ready to eat and must be washed before use as per the manufacturer's instructions.
- 1.4) Expired foods were found in the freezer eg bacon chops use by 4 Jan 24, dead beef use by 24 Jan, Turkey Best Before 24.12.24. It is an offence to use or offer for use food with an expired use by date. If you freeze any foods down with an use by date you must have evidence to show when it was safely frozen prior to expiry eg labelling system. Pate was found in the walk in fridge with a use by date 14.2.25. I was told this has been frozen previously but there was no evidence to show when it was frozen or defrosted. The pate was discarded onsite. You must have a robust system in place for stock rotation.
- 1.5) Pizza sauce had been given a prep date label of 23/2/25 and a use by date of 28/2/25. This is 5 days. Prepared foods must be given a shelf life of no more than 3 days unless you have a validated procedure in place for shelf life (extending it).
- 1.6) Uncovered pizza dough on bottom shelf in walk in freezer may be at risk of contamination. Ensure food is covered in storage.
- 1.7) Ice was visibly contaminated with black bits. Contaminated ice must be discarded.
- 1.8) Handwash basin in pizza area had sponges stored in it. Ensure sponges are not stored in basin. ~~Washbasin~~
- 1.9) K.P did not describe a 2 stage clean of the sink after fruit washing. A 2 stage clean must be implemented.
- 2.3) The premises is not pest proof and the ambient store shed is also not pest proof - gap under door to ambient store room, holes in wall of ambient store room, gap under door to cellar, gap under door located next to pizza kitchen; window in kitchen open with no pest screen. You must cover all gaps with a solid durable material to reduce risk of pest entry.
- 2.4) Flaking paint on the windowsill in kitchen. Renew surface so it is smooth, impervious and able to be cleaned.
- 2.5) Wall surface in bar at low level behind pipework is peeling paint. Renew the surface so it is impervious and able to be cleaned.

2.6) No hard drying towel at handwash basin in bar. Ensure handwash basins are equipped

Record received by (and position in business): <u>Health and Safety at work etc Act 1974</u>	Signature: <u>with hard towel at all times.</u>
• Gas cylinders in cellar must be restrained from falling to reduce risk of injury.	

Food Hygiene Intervention Report

(4) of (4)

Continuation sheet

Premises/business Boards HEAD

Date & Time of visit

25/2/25 14:30pm



Officer

Allergen Information Regulations

I understood staff ask customers about allergens at point of ordering.
Whether you offer 'gluten free' options on your menu there is no warning of cross contamination risk. You stated you are not guaranteeing allergy free meals. It must be clear that gluten free options also come with the risk of cross contamination and it is suggested you add this warning to your menu to reduce risk of customers being misled with regards GF options.

A sign has been left for display at the bar.

You must be able to provide accurate allergen information on request.

Record received by (and position in business):

Signature:

