

[REDACTED]  
Manager  
Bakers Oven  
15 Market Place  
Loughborough  
Leicestershire  
LE11 3EA

Directorate of Strategic Housing & Health  
Southfields, Southfield Road  
Loughborough, Leicestershire LE11 2TX  
Ask for: Denise Ingram-Hall  
Direct Line: 01509 634632  
Email: denise.ingram-hall@charnwood.gov.uk

My ref: 013571

Your ref:

10 August 2010

Dear [REDACTED]

**Food Safety Act 1990, as amended**  
**Food Hygiene (England) Regulations 2006**  
**Regulation (EC) 852/2004**  
**Bakers Oven, 15 Market Place, Loughborough**

I write to confirm my inspection of the above premises on 29 July 2010 at 11:00.

The attached inspection schedule details those items that require your attention to ensure compliance with the legislation specified, and makes recommendations on good practice. As agreed at the time of inspection and unless specified otherwise in the schedule it is expected that the requirements detailed will have been met within 3 months from the date of inspection. I enclose the following food hygiene and safety information which may be of interest to you:

- Food Law Inspections and Your Business
- Good Hygiene is Good For Your Business

I look forward to your early co-operation to meet these requirements and trust that you will contact me if there are any items you wish to discuss.

Yours sincerely

Denise Ingram-Hall  
Specialist Environmental Health Officer  
Commercial Group, Food Hygiene and Safety  
Encs.

Cc. [REDACTED] Technical Manager, Greggs, First Floor, Adam House, Players Court, Player Street, Nottingham NG7 5LQ

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়াকরে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵਖ-ਵਖ ਸ਼ਕਲਾਂ ਵਿਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਬਰਨ ਲਈ ਮਿਹਰਸ਼ਾਲੀ ਬਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

## **INSPECTION SCHEDULE FOR: Bakers Oven, 15 Market Place, Loughborough**

**Ref: 013571**

<b>Date of Inspection:</b>	<b>29 July 2010</b>
<b>Type of Premises:</b>	<b>Other Retail Food</b>
<b>Person(s) seen/interviewed:</b>	<b>[REDACTED]</b>
<b>Area inspected:</b>	<b>Whole of premises</b>
<b>Records examined:</b>	<b>Greggs Log Book, Pest Control and Examination Certificates</b>
<b>Details of samples procured:</b>	<b>N/A</b>
<b>Summary of action:</b>	<b>Informal Letter</b>
<b>Inspection Officer:</b>	<b>Denise Ingram-Hall</b>
<b>Risk Assessment Category:</b>	<b>C = 18 months</b>
<b>Scores on Doors:</b>	<b>2 Stars - Satisfactory</b>
<b>(3 stars-Good, 2 stars-Satisfactory, 1 star-Poor, No stars- Failing)</b>	

### **FOOD HYGIENE**

#### **Legal Requirements**

1. I was pleased to see you were currently using the Greggs/Bakers Oven – Food Safety Policy and your associated general record keeping in relation to your own temperature records is excellent although no temperatures had been recorded for the morning of the day of my inspection (29 July 2010) i.e. 08:00 and 11:00 as your system requires. However, to ensure all of your procedures are working as intended you should review them regularly. The review of procedures, particularly when menu items or suppliers etc change, will remain an ongoing part of your obligations as a food proprietor.

*Regulation (EC) 852/2004 Article 5 Para 1*

2. Food business operators shall also ensure that the competent authority always has up-to-date information on establishments.

*Regulation (EC) No 852/2004 Article 6 Paras 1 and 2*

**Please complete and return the Food Registration form I left with**

3. The temperatures of the filled rolls displayed in the front of shop display chiller were too high (i.e. Chicken and Bacon Tiger Bites '0 time code' 13.0°C and Chargrill Chicken Oval Bites '0 time code' 14.9°C at approximately 12:00). These foods are likely to support the growth of food poisoning bacteria or the formation of toxins and must not be stored above 8°C. You must either adjust or service (possibly re-gas) the chiller. If the chiller is not able to hold high-risk foods at or below 8°C, it must be replaced. As discussed, whilst it is not good practice to keep foods out of refrigeration, I would confirm that high-risk foods intended to be served cold, such as sandwiches and filled rolls can be kept for service or on display for sale for

up to 4 hours if the temperature of the food is above 8°C. After 4 hours, the food must be refrigerated until it is sold, served or thrown away. The food must not be displayed again at room temperature.

*Food Hygiene (England) Regulations 2006 Schedule 4 Para 2 (1) and Para 5 (1)*

**Completion time: Immediately**

These rolls were removed from sale and disposed of. I recommend you display the sandwiches and filled rolls further back on the shelves and frequently monitor and record both the temperature of the **food** and the time the food is on display at temperatures above 8°C and take appropriate action if the time and temperature exceeds those permitted.

4. It was noted at the time of the visit that fresh-cream cakes were displayed at various temperatures above 8°C. These foods are likely to support the growth of food poisoning bacteria or the formation of toxins and should not be stored above 8°C. You must either adjust or service the refrigerator.

*Food Hygiene (England) Regulations 2006 Schedule 4 Para 5 (1)*

As discussed with [REDACTED], whilst it is not good practice to keep these foods above 8°C, however, I would confirm that there is an specific variation to this statutory requirement for fresh-cream cakes that can be kept for service or on display for sale for one continuous period of up to 16 hours if the temperature of the food is kept at a maximum of 12°C. This single and continuous 16 hour period at 12°C commences immediately after conclusion of preparation. Where this 12°C for 16 hours variation is being used, any period of time below 8°C which may occur for practical or operational reasons is deemed to be part of the single continuous 16 hour period. At the end of the 16 hour period, any cream cakes remaining must be thrown away. **A system of monitoring and recording both the temperature of the food item(s) and the display time(s) must be introduced.**

**Completion time: Immediately**

5. The following refrigerator door/drawer seals were split/damaged:

- Preparation bar refrigerator;
- Restaurant preparation refrigerator (drawers);
- larp preparation refrigerator;
- Williams retarder refrigerator in the bake-off left hand door;
- Intergra front shop refrigerator.

*Regulation (EC) No 852/2004 Annex II Chapter V Para 1©*

6. The door seal of the ice-making machine in the restaurant was dirty. Clean the door seal.

*Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a).*

**Completion time: Immediately**

7. The Altro floor covering under the preparation sink unit, the wash hand basin unit and under the pot-wash units was dirty especially at floor/wall junctions. Thoroughly clean the floor and maintain in a clean condition.

*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*

**Completion time: Immediately**

8. The metal floor covering in the walk-in freezer was dirty. Thoroughly clean the floor and maintain in a clean condition.

*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*

**Completion time: Immediately**

9. The lower edge of the door of the Amana microwave oven in the bakery was dirty. Thoroughly clean the door to minimise any risk of contamination of food.

*Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a).*

**Completion time: Immediately**

10. The Altro floor covering in the bakery was dirty especially below the units and equipment. Thoroughly clean the floor and maintain in a clean condition.

*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*

**Completion time: Immediately**

11. The ceiling above the ovens in the bakery was dirty. Thoroughly clean the ceiling and maintain in a clean condition.

*Regulation (EC) No 852/2004 Annex II Chapter I Para 1*

**Completion time: Immediately**

I understand you had recently had an internal audit at this store and the majority of the damaged door seals and cleaning issues I noticed and raised had been picked up in this audit. I am disappointed that the cleaning issues had not been addressed immediately.

#### IMPORTANT NOTE

If you believe any of the requirements contained in this schedule are not justified you should contact my manager, Mr K Taylor on 01509 634629 within two weeks of the date of this letter.

Any work requested in this correspondence, MAY, prior to commencement, require PLANNING APPROVAL, or BUILDING APPROVAL, and in some cases both. Detailed enquiries should be made to the Director of Development, Southfields, Loughborough LE11 2TT.

Should you wish to discuss alternative proposals which you may consider will comply with the schedule of requirements please contact the inspecting officer.

You should note also note that in most cases the Council would be required to release inspection letters and schedules if requested to do so under the Freedom of Information Act 2000.

### Scores on the Doors

Please note that the summary of the findings of this inspection will be available to members of the public via the 'scores on the doors' rating system which can be accessed through Charnwood Borough Council's website [www.charnwood.gov.uk](http://www.charnwood.gov.uk)