

FOI Ref

**7985**

Response sent

**09 Nov 2020**

**(CCC) Tatties - Food Hygiene Report**

10-11 Sussex Street  
Cambridge  
Cambridgeshire  
CB1 1PA

Please could you provide me with a copy of the most recent EHO report for the above establishment.

**Response:**

Please find enclosed the following documents regarding the food hygiene inspection of Tatties: report of inspection; reports of revisit on 25.10.18 and 29.3.19 and associated letter.

Further queries on this matter should be directed to <a href="mailto:foi@cambridge.gov.uk">foi@cambridge.gov.uk</a>
---

**Enquiries to:**

Contact Name: [REDACTED]  
Job Title: **Principal Environmental Health Officer**

T: [REDACTED]

E: [REDACTED]

[REDACTED]

Tatties  
10-11 Sussex Street  
Cambridge  
CB1 1PA



13th November 2018

Our Ref: WK/201863269

Dear [REDACTED]

**The Food Safety & Hygiene (England) Regulations 2013  
Regulation (EC) No. 852/2004 on Hygiene of Foodstuffs  
Tatties, 10-11 Sussex Street, Cambridge, CB1 1PA**

I refer to my visit to the above premises on 23rd October 2018 and revisit on the 25<sup>th</sup> October 2018. Please refer to the Report of Inspections left on both days for the finding of my inspection. The purpose of this letter is not to duplicate the report of inspections, but to try to get you to understand what you need to do with regards to improving your Food Hygiene Rating by concentrating on a couple of areas which were highlighted in the report; namely the Safer Food Better Business food safety management system, including allergens; and the need to repair the wash hand basin in the servery. These are detailed in Schedule A attached to this letter. **Please be advised that all matters listed on my Reports of Inspection left at the time of my visit require attention.**

This authority operates the national Food Hygiene Rating Scheme. This is designed to help consumers choose where to eat out or shop for food by giving them information about the hygiene standards in food outlets at the time they are inspected to check compliance with legal requirements. Details of how ratings are calculated can be found at the end of this letter.

On the basis of the standards found at the inspection your rating has been calculated as follows:

Compliance with food hygiene and safety procedures	5
Compliance with structural requirements	10
Confidence in management/control procedures	20
Your total score is the addition of the three above scores; this, and the highest score out of the three, contributes to your overall rating, please see ' <b>Food Hygiene Rating scheme - how your rating is calculated</b> ' attached to this letter	
Food hygiene rating	A graphic of a Food Hygiene Rating badge showing a score of 1. The badge is yellow with a black border. It has a scale from 0 to 5, with 1 highlighted in a black circle. Below the scale, it says 'MAJOR IMPROVEMENT NECESSARY'.

Tatties, 10-11 Sussex Street, Cambridge, CB1 1PA

A sticker showing your rating is enclosed. You can tell your customers how good your hygiene standards are by putting the sticker up in the window or on the door. If you do not have a suitable glass surface, you could fix the sticker onto a transparent surface before fixing that onto a wall or other surface. Please destroy the sticker showing your previous rating as only one rating – the most recent rating - should be displayed. To continue to display a previous rating may constitute an offence under the Consumer Protection from Unfair Trading Regulations 2008. Your rating will also be published on the Food Standards Agency's website at [food.gov.uk/ratings](https://food.gov.uk/ratings) after two weeks for FHRs 5, and five weeks for FHRs 0-4.

## Safeguards

If you think that the rating is wrong or unfair – in other words it does not reflect the hygiene standards at the time of your inspection – you have 21 days (including weekends and bank holidays) from the date of receipt of the notification letter to lodge an **appeal**. You should appeal in writing to the Lead Officer for Food, [REDACTED], Team Leader (Commercial & Licensing), 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.

If you have improved hygiene standards since your inspection, or if there were unusual circumstances at the time of the inspection that might have affected your food hygiene rating, you have a '**right to reply**' so that you can explain this to potential customers that look up your rating online.

If you make the improvements to hygiene standards that are highlighted in your inspection report, you can **request a re-visit** with a view to giving you a new and higher food hygiene rating.

More information about these safeguards and to obtain the forms to; request a revisit, submit a right to reply or to lodge an appeal, can be found on Cambridge City Councils website at [cambridge.gov.uk/food-hygiene-ratings](https://cambridge.gov.uk/food-hygiene-ratings) and can be returned to Cambridge City Council via post to the address at the bottom of the front page of this letter or via email to [commercial@cambridge.gov.uk](mailto:commercial@cambridge.gov.uk) Alternatively, please contact me and a hard copy of the appropriate forms can be sent to you.

Under the Freedom of Information Act 2000 this letter is accessible by the public and therefore it is the intention of Cambridge City Council to publish all inspection reports on its website in the near future. Disclosures of such information shall be in accordance with the Data Protection Act 1988.

## Where may I get further information?

If you have any questions or concerns about your inspection report or about your food hygiene rating, please contact me via my details at the top of the front page of this letter.

Yours sincerely,

[REDACTED]

Environmental Health Officer

## Schedule A – Extra Information on certain outstanding matters:

**A. Documented Food Safety Management System.(Safer Food Better Business pack).**

The Safer Food Better Business (SFBB) pack which you have now is the same one that I have seen in the past which was dating back to 2015 and was incomplete; and is a retail pack. When I pointed this out to you on the 23<sup>rd</sup> October 2018, you advised me that your new chef had completed a new pack which he had taken home with him. I said that I would come back and check the new pack before scoring your premises.

When I returned on the 25<sup>th</sup> October, I saw the same SFBB pack however the chef had filled in every single diary sheet for the past few months, including the day that he was off, when I inspected.

The trouble with the retail pack is that it geared towards retail shops which do some bake off or bed and breakfast who cook off breakfast. In order to ensure that sufficient detail is included in your pack, you are advised to complete the **Catering pack**.

As I have written before, your best option would be to download a new Safer Food Better Business pack from [www.food.gov.uk](http://www.food.gov.uk) and start again.

The specific parts which your pack is missing are:

1. More information is required as to the "Separating Foods" safe method. Where are different foods prepared ( it is noted that you don't deal with the preparation of raw meat as such, but you do cook off sausages etc.); and what boards and knives are used with which foods?
2. Staff training records.  
It is noted above that your chef has signed off every single diary record over the past few months, but there is no indication as to what he is signing off as there is no indication that he has been trained on any safe methods whereas the purpose of the diary is to say that the safe methods in the Safer Food Better Business pack have been signed off.
3. Allergens.  
There is no information as to the ingredients which make up the foods which are brought in already prepared such as scampi. You must ensure that this information is kept in order to accurately inform customers what is in the product if asked.

You must outline what precautions a member of staff would take if a customer informed them that they had an allergy to a foodstuff.

4. There must be a suitable cleaning schedule which has the method of how the article is cleaned. Some items will need cleaning and disinfection; others need just cleaning.

Regulation (EC) N0 852/2004 Chapter II Annex 5

**B. Wash hand basin in the servery**

Tatties, 10-11 Sussex Street, Cambridge, CB1 1PA

You advised me that this was going to be replaced the night of my visit, however it still hadn't been replaced by my second visit on the 25<sup>th</sup> October 2018. The tap on this wash hand basin is very hard to open and therefore use. Ensure that this tap is repaired or replaced in order that it can be easily used.

Regulation (EC) No 852/2004 Annex II Chapter 1 para 4

### **C. Allergen Signage**

Ensure that there is allergen signage asking customers to notify staff if they have any allergies or intolerances. This may be on the menu or on the menu board or on a poster which can be easily seen at the point of order.

EU Food Information for Consumers Regulation 1169/2011

Guidance has been developed to help businesses meet these requirements and if you follow the web link below, you can print off resources to help you comply with the new regulation. Please visit the website below for information on training and further advice:

[www.cambridge.gov.uk/allergen-training](http://www.cambridge.gov.uk/allergen-training)

### **Training of Food Handlers**

You advised me that you and your staff were going for food hygiene training in London in the past week or so.

Please forward a copy of you and your food handlers' food hygiene training certificates.

### **Food Business Registration details**

Our records have a different person as the Food Business Operator at Tatties. Please fill out the enclosed food registration form and return to update our records or apply online via: <https://www.gov.uk/apply-for-a-licence/food-premises-registration/cambridge/apply-1>

I have written before about the mentoring service that we offer at Cambridge City Council. Please have a look at this link, and see if you think that it may help: <https://www.cambridge.gov.uk/food-business-mentoring-services>

## Food Hygiene Rating scheme - how your rating is calculated ([cambridge.gov.uk/food-hygiene-ratings](http://cambridge.gov.uk/food-hygiene-ratings))

### Your inspection

At inspection, the food safety officer will check compliance with the legislation on food hygiene. Three areas will be assessed and a score given for each area determined by officers using guidance. These are:

- how hygienically the food is handled – how it is prepared, cooked, cooled, stored, and what measures are taken to prevent food being contaminated with bacteria
- the condition of the structure of the premises including cleanliness, layout, lighting, ventilation, equipment and other facilities
- how you manage and record what you do to make sure food is safe using a system like Safer food, better business

Criteria	Score					
How hygienically the food is handled	0	5	10	15	20	25
Condition of structure	0	5	10	15	20	25
How you manage and document food safety	0	5	10		20	30
<b>Total score</b>	<b>0</b>					<b>80</b>
<b>Level of compliance</b>	<b>High</b>					<b>Low</b>

### Your food hygiene rating

The rating given depends on how well the business does overall – the total score. It also depends on the area(s) that need improving the most - the business may do better in some areas and less well in others.

To get the top rating, you must score no more than 5 in each of the three areas. All businesses should be able to get the top rating. You will automatically get a new rating at each planned inspection.

Total score	0 – 15	20	25 – 30	35 – 40	45 – 50	> 50
Highest permitted individual score	5	10	10	15	20	-

### Improving your food hygiene rating

Cambridge City Council has developed resources & advice to help you improve your food hygiene rating, please visit

[cambridge.gov.uk/starting-a-food-business](http://cambridge.gov.uk/starting-a-food-business) to access the resources

or to download the Food Standards Agency - Safer Food Better Business pack.



Safer food, better business

To get the best possible rating, here's what you can do now:

- Look at your last food hygiene inspection report to check that you've taken all of the actions needed to ensure that you meet legal requirements. If you can't find your last report, contact us and we will be able to give you a copy.
- At your next inspection, if you don't get the top rating and you have queries about the improvements you need to make to get a better rating, then the food safety officer should be able to give you advice.
- Make sure that you and your staff continue to comply fully with all aspects of food hygiene law.

### How to request a revisit following your programmed statutory food hygiene inspection

As the food business operator of the establishment you have a right to request a re-visit for the purposes of re-rating if you have taken action to rectify the non-compliances identified at the time of inspection. There is a procedure to follow and a form that needs to be completed and submitted to make a request for a revisit.

To make a request for a revisit, please use the prescribed form, which can be downloaded from [cambridge.gov.uk/food-hygiene-ratings](http://cambridge.gov.uk/food-hygiene-ratings) or alternatively if you do not have access to the online form, please contact the officer who undertook your inspection (contact details at the top of the front page of this letter)

Tatties, 10-11 Sussex Street, Cambridge, CB1 1PA  
and a form can be sent out to you. Please return the completed form to: [REDACTED], Team Leader  
(Commercial & Licensing), Cambridge City Council, PO BOX 700, CB1 0JH or send it as an email  
attachment to [commercial@cambridge.gov.uk](mailto:commercial@cambridge.gov.uk)



## The Food Safety Act 1990 and relevant Regulations and Directives - Report of Inspection

Cambridge City Council, Commercial Team, PO Box 700, Cambridge. CB1 0JH Tel: 01223 457900 - Email: commercial@cambridge.gov.uk

Business Name: Talves, Susan Street, Cambridge  
 FBO Name: [REDACTED] Reg. Address: [REDACTED]  
 Type of Premises: [REDACTED] Date/time: 25/10/18 Business Tel: [REDACTED]  
 Inspecting Officer: [REDACTED] (EH016) Signature: [REDACTED] Officer Tel: 01223 45 [REDACTED]  
 Areas inspected: SBB book Reason for Visit: Routine Insp. ☐ Rescore Insp. ☐

## Areas Assessed - FOOD HYGIENE &amp; SAFETY (H) ✓ = Satisfactory X = Requires Attention N/A = Not Assessed/Applicable

Temperature Control ☐ Cross Contamination ☐ Stock Rotation / Coding ☐  
 First Aid Provision ☐ Personal hygiene ☐

## Areas Assessed - STRUCTURE &amp; CLEANING (S) ✓ = Satisfactory X = Requires Attention N/A = Not Assessed/Applicable

Cleaning and Cleanliness ☐ Washing Up Facilities ☐ Waste Disposal ☐  
 Structure (Repair) ☐ Hand Washing Facilities ☐ Pest Control ☐  
 Equipment (Repair) ☐ Water Supply ☐ Sanitary Accommodation ☐

## Areas Assessed - MANAGEMENT (M) ✓ = Satisfactory X = Requires Attention N/A = Not Assessed/Applicable

DFSMS/HACCP Adequacy of documentation ☐ Cleaning programme/schedules ☐ Food Allergen ☐  
 DFSMS/HACCP Identification of Critical Points ☐ Training/instruction/supervision ☐ Traceability ☐  
 DFSMS/HACCP Controls Effective/Review ☐

## ADDITIONAL COMPLIANCE CHECKS (H&amp;S) (LIC) (SMOK) (EP)

Smoking Signage Displayed Yes ☐ No ☐ N/App ☐ Statutory Nuisance(s) Observed Yes ☐ No ☐ N/A ☐  
 H&S Hazard(s) Observed Yes ☐ No ☐ N/App ☐ License Displayed Yes ☐ No ☐ N/A ☐

## RECORDS WITNESSED ✓ = Records Seen

DFSMS (HACCP) ☐ Probe Cal. Temps ☐ Invoices ☐ Gas Safety Cert ☐  
 Delivery Temps ☐ Dishwasher Temps ☐ Suppliers List ☐ Vent. Clean Cert ☐  
 Storage Temps ☐ Maintenance ☐ Internal /External Audit ☐ Other (List Below) ☐  
 Cook/Reheat Temps ☐ Cleaning Schedules ☐ Waste Transfer Notes ☐  
 Hot Hold Temps ☐ Menus ☐ Pest Control Records ☐  
 Cold Display Temps ☐ Allergen Signposting ☐ Staff Sickness ☐  
 Cooling Time/Temps ☐ Allergen Matrix ☐ FH Training ☐

## INSPECTION FINDINGS - THESE ARE THE POINTS WHICH REQUIRE ATTENTION L=LEGAL R=RECOMMENDATION

No.	Inspection Findings/Requirements	Legal (L) / Rec (R)	Timescale	Reg. Code (See Notes)
	VISIT TO SEE SBB RACK FOLLOWING INSPECTION 24/10/18.			
	SBB - SAFE METHODS ARE THE SAME AS SEEN YESTERDAY. YOU WOULD BE BETTER OFF WITH A CASTING RACK (NOT RETAIL).			
	- MORE DETAIL REQUIRED "SEPARATING FOODS SAFE METHOD", WHERE DO OPERATIONS TAKE PLACE? NEED STAFF TRAINING RECORDS & CLEANING SCHEDULE			
	- ALLERGENS - REMEMBER NEED THE INGREDIENTS FROM THE PACKAGING FOR INFORMATION + NEED ALLERGEN NOTICE.			

## SAMPLES TAKEN:

- LICENCE - DISPLAY.

## ANNEX 5 RATING AND FHRS DETERMINATION - TICK HERE

## IF TO BE ASSESSED LATER FOLLOWING GUIDANCE

Compliance with the law	Good	5	10	15	20	Poor	Total	FHRS (0-5)
Food Hygiene and Safety (H)	0	5	10	15	20	25		
Structure and Cleaning (S)	0	5	10	15	20	25		
Management - Control Systems/Training (M)	0	5	10	20	30			

## ACTION BY LOCAL AUTHORITY

A copy of this document will be left on site. If you should require further explanation of the above, please contact the inspecting officer via the details at the top of this report. You may request a follow up letter.

Action by Local Authority: Compliance Revisit ☐ (timescale) ..... Statutory Notice/s ☐

Additional Compliance Action/s (please state) .....

This report only covers those areas inspected at the time. It does not necessarily signify compliance with all matters under the relevant legislation. For further information & legislation please read the notes provided.

Person(s) interviewed: LEFT AT PREMISES 25/10/18

Inspection form received by: ..... Signed: .....

## OFFICER USE:

FHRS Sticker

Prov. ☐ Send ☐

Report to HQ

To Send ☐





## The Food Safety Act 1990 and relevant Regulations and Directives

## Report of Inspection (Continuation Form)

Cambridge City Council, Commercial Team, PO Box 700, Cambridge. CB1 0JH Tel: 01223 457900 – Email: commercial@cambridge.gov.uk

Business Name/Trading Address: TARTIES, 80/82 STREET CAMBRIDGE  
 Date/time: 25/10/18 Inspecting Officer: [REDACTED] (EHO/FO)  
 Signature: [REDACTED] Officer Tel: 01223 45 [REDACTED]

## INSPECTION FINDINGS – THESE ARE THE POINTS WHICH REQUIRE ATTENTION

L=LEGAL

R=RECOMMENDATION

No.	Requirements	Legal (L) / Rec (R)	Timescale	Reg. Code (See Notes)
	CONT <sup>N</sup> ON SFBS.			
	IT IS NOTED THAT YOUR CHEF HAS SIGNED FOR EVERY SINGLE DAY FOR THE LAST FEW MONTHS, DESPITE HIS DAY OFF YESTERDAY. PLEASE ENSURE THAT THE PERSON IN CHARGE OF THE KITCHEN ON THAT DAY COMPLETES IN THE DIARY.			
	IF YOU WISH TO DOWNLOAD A NEW SFBS PACK FOR CATERERS! THIS CAN BE DOWNLOADED AT: <a href="http://www.food.gov.uk">WWW.FOOD.GOV.UK</a> then open the tag for safer Food Better Business.			
	PLEASE EMAIL ME IF YOU HAVE ANY QUERIES <u>[REDACTED]</u>			
	2			

## ADDITIONAL COMMENTS:

A copy of this continuation document will be left on site with the main report of inspection. If you should require further explanation of the above, please contact the inspecting officer via the details at the top of this report. You may request a follow up letter. This report only covers those areas inspected at the time. It does not necessarily signify compliance with all matters under relevant legislation. For action to be taken by the local authority and for information regarding the determination of your rating and safeguards please read the notes provided.

Person(s) Interviewed: LEFT AT PREMISES 25/10/18

Inspection form received by: ..... Signed: .....

## The Food Safety Act 1990 and relevant Regulations and Directives - Report of Inspection

Cambridge City Council, Commercial Team, PO Box 700, Cambridge, CB1 0JH Tel: 01223 457800 - Email: commercial@cambridge.gov.uk

Business Name: Taffies, Supermarket, Cambridge  
 FBO Name: Taffies of Cambridge Ltd Reg. Address: Supermarket, Cambridge  
 Type of Premises: Supermarket Date/time: 23/10/10  
 Inspecting Officer: [Signature] (EH070) Signature: [Signature] Officer Tel: 01223 457800  
 Areas inspected: Kitchen; new hot eat; display case Reason for Visit: Routine Insp. ☒ Rescore Insp. ☐

## Areas Assessed - FOOD HYGIENE &amp; SAFETY (H) ✓ = Satisfactory X = Requires Attention N/A = Not Assessed/Applicable

Temperature Control ☒ Cross Contamination ☒ Stock Rotation / Coding ☒  
 First Aid Provision ☒ Personal hygiene ☒

## Areas Assessed - STRUCTURE &amp; CLEANING (S) ✓ = Satisfactory X = Requires Attention N/A = Not Assessed/Applicable

Cleaning and Cleanliness ☒ Washing Up Facilities ☒ Waste Disposal ☒  
 Structure (Repair) ☒ Hand Washing Facilities ☒ Pest Control ☒  
 Equipment (Repair) ☒ Water Supply ☒ Sanitary Accommodation ☒

## Areas Assessed - MANAGEMENT (M) ✓ = Satisfactory X = Requires Attention N/A = Not Assessed/Applicable

DFSMS/HACCP Adequacy of documentation ☒ Cleaning programme/schedules ☒ Food Allergen ☒  
 DFSMS/HACCP Identification of Critical Points ☒ Training/instruction/supervision ☒ Traceability ☒  
 DFSMS/HACCP Controls Effective/Review ☒

## ADDITIONAL COMPLIANCE CHECKS (H&amp;S) (LIC) (SMOK) (EP)

Smoking Signage Displayed Yes ☒ No ☐ N/App ☐ Statutory Nuisance(s) Observed Yes ☐ No ☒  
 H&S Hazard(s) Observed Yes ☐ No ☒ N/App ☐ License Displayed Yes ☐ No ☒ N/App ☐

## RECORDS WITNESSED ✓ = Records Seen

DFSMS (HACCP) ☒ Probe Cal. Temps ☐ Invoices ☐ Gas Safety Cert ☐  
 Delivery Temps ☒ Dishwasher Temps ☐ Suppliers List ☐ Vent. Clean Cert ☐  
 Storage Temps ☒ Maintenance ☐ Internal /External Audit ☐ Other (List Below) ☐  
 Cook/Reheat Temps ☒ Cleaning Schedules ☐ Waste Transfer Notes ☐  
 Hot Hold Temps ☐ Menus ☒ Pest Control Records ☐  
 Cold Display Temps ☐ Allergen Signposting ☒ Staff Sickness ☐  
 Cooling Time/Temps ☐ Allergen Matrix ☒ FH Training ☐

## INSPECTION FINDINGS - THESE ARE THE POINTS WHICH REQUIRE ATTENTION L=LEGAL R=RECOMMENDATION

No.	Inspection Findings/Requirements	Legal (L) / Rec (R)	Timescale	Reg. Code (See Notes)
①	FOOD HYGIENE - SAFETY: Temp control - the toppings chilled unit was running high for some of the toppings e.g. prawns which were held above 8°C. Keep the portions in this fridge low so as to be sold within four hours of <del>being</del> held above 8°C. Some of the prawns were put back in the main body	L	Immed.	D

If there are further requirements than listed above, you will be issued with a continuation sheet

## SAMPLES TAKEN:

## ANNEX 5 RATING AND FHRS DETERMINATION - TICK HERE IF TO BE ASSESSED LATER FOLLOWING GUIDANCE

Compliance with the law	Good	5	10	15	20	Poor	Total	FHRS (0-5)
Food Hygiene and Safety (H)	0	5	10	15	20	25		
Structure and Cleaning (S)	0	5	10	15	20	25		
Management - Control Systems/Training (M)	0	5	10	20	30			

## ACTION BY LOCAL AUTHORITY

A copy of this document will be left on site. If you should require further explanation of the above, please contact the inspecting officer via the details at the top of this report. You may request a follow up letter.

Action by Local Authority: Compliance Revisit ☐ (timescale) ..... Statutory Notice/s ☐

Additional Compliance Action/s (please state).....

This report only covers those areas inspected at the time. It does not necessarily signify compliance with all matters under the relevant legislation. For further information &amp; legislation please read the notes provided.

Person(s) interviewed:.....

Inspection form received by:..... Signed:.....

## OFFICER USE:

FHRS Sticker

Prov. ☐ Send ☐

Report to HQ

To Send ☐



**Cambridge City Council**  
**The Food Safety Act 1990 and relevant Regulations and Directives**  
**Report of Inspection (Continuation Form)**

Pg 2 of 4

Cambridge City Council, Commercial Team, PO Box 700, Cambridge, CB1 0JH Tel: 01223 457900 – Email: commercial@cambridge.gov.uk

Business Name/Trading Address: Tabbies, Sunning Street, Cambridge  
 Date/time: 23/10/18 Inspecting Officer: [Redacted] (EH/000)  
 Signature: [Redacted] Officer Tel: 01223 45 [Redacted]

**INSPECTION FINDINGS – THESE ARE THE POINTS WHICH REQUIRE ATTENTION L=LEGAL R=RECOMMENDATION**

No.	Requirements	Legal (L) / Rec (R)	Timescale	Reg. Code (See Notes)
	of the fridge on inspection			
②	Stock rotation – whilst I accept that you prepare toppings for a two day period, you should have a system that you know what date food was prepared such as sausages. I strongly recommend that you start dating dates on the containers.			Recommendation
①	<u>STRUCTURE + CLEANING</u>			
	I was pleased to see that the floor has been replaced in the kitchen. I understand that the structure eg wall tiles are to be replaced tonight however I still have to list them:-			
③	Replace the broken wall tiles		3 months	L.

**ADDITIONAL COMMENTS:**

A copy of this continuation document will be left on site with the main report of inspection. If you should require further explanation of the above, please contact the Inspecting officer via the details at the top of this report. You may request a follow up letter. This report only covers those areas inspected at the time. It does not necessarily signify compliance with all matters under relevant legislation. For action to be taken by the local authority and for information on your rating and safeguards **please read the notes provided.**

Person(s) interviewed: [Redacted]

Inspection form received by: [Redacted] Signed: [Redacted]





## The Food Safety Act 1990 and relevant Regulations and Directives

## Report of Inspection (Continuation Form)

Cambridge City Council, Commercial Team, PO Box 700, Cambridge, CB1 0JH Tel: 01223 457900 – Email: commercial@cambridge.gov.uk

Business Name/Trading Address: T2thies, Sumner Street, Cambridge.  
 Date/time: 23/10/18 Inspecting Officer: [REDACTED] (EHO/T2)  
 Signature: [REDACTED] Officer Tel: 01223 45 [REDACTED]

## INSPECTION FINDINGS – THESE ARE THE POINTS WHICH REQUIRE ATTENTION L=LEGAL R=RECOMMENDATION

No.	Requirements	Legal (L) / Rec (R)	Timescale	Reg. Code (See Notes)
	in the kitchen behind the fridge and adjacent to the <del>cooker</del> NB. Check ceiling where doesn't meet wall	L.	3 months	
④	The wash hand basin in the Serrery (ground floor) is broken making it difficult to use. Understand that this is to be replaced in the near future. Replace with a wash hand basin which can be used without difficulty to facilitate the cleaning of hands.	L.	Immed. (oneday)	J.
⑤	There was a fly present in the kitchen during my inspection. Please ensure that you have means of trapping flies such as an electric fly killer – DO NOT MOUNT ABOVE WORK SURFACE.	L.		
	MANAGEMENT			
⑥	It is noted that there is	L.	1 month	U

## ADDITIONAL COMMENTS:

A copy of this continuation document will be left on site with the main report of inspection. If you should require further explanation of the above, please contact the Inspecting officer via the details at the top of this report. You may request a follow up letter. This report only covers those areas inspected at the time. It does not necessarily signify compliance with all matters under relevant legislation. For action to be taken by the local authority and for information regarding the determination of your rating and safeguards please read the notes provided.

Person(s) Interviewed: [REDACTED]Inspection form received by: [REDACTED] Signed: [REDACTED]



INSPECTION FINDINGS - THESE ARE THE POINTS WHICH REQUIRE ATTENTION					L=LEGAL	R=RECOMMENDATION
No.	Requirements	Legal (L) / Rec (R)	Timescale	Reg. Code (See Notes)		
	an old Saver Food Better Business pack on site; but this is a retail pack; incomplete; dating to 2015. I understand that there is a new Saver Food Better Business book but this is with the chef.  PLEASE PHONE ME TOMORROW AM TO ADVISE THAT THE NEW BOOK HAS +\$ IN TATTLED + I WILL <sup>NOT</sup> SCORE ACCORDING TO THIS.					

**A copy of this continuation document will be left on site with the main report of inspection. If you should require further explanation of the above, please contact the inspecting officer via the details at the top of this report. You may request a follow up letter. This report only covers those areas inspected at the time. It does not necessarily signify compliance with all matters under relevant legislation. For action to be taken by the local authority and for information regarding the determination of your rating and safeguards please read the notes provided.**

**Person(s) interviewed:**...

Inspection form received by:.....Signed:.....



## Intervention Report Form – Report of Visit

Cambridge City Council, Commercial &amp; Licensing Team, PO Box 700, Cambridge. CB1 0JH

Commercial Team Tel: 01223 457900 Email: commercial@cambridge.gov.uk / Licensing Team Tel: 01223 457890 Email: licensing@cambridge.gov.uk

Business Name/Trading Address: **TATIES, 8/8 SEX STREET, CAMBRIDGE**

FBO Name: [REDACTED] Reg. Address: [REDACTED]

Type of Premises: **Cafe** Date/time: **29/3/19** Business Tel: [REDACTED]

Inspecting Officer: [REDACTED] (EHQ/FO/LO) Si [REDACTED] Officer Tel: 01223 45 [REDACTED]

Areas inspected: **FRONT SERVICE, BACK** Previous Visit On: **23/25/18** Previous Report Dated: **13/1/18**

(If Licensing) – Licensee Name: **LOVE KITCHEN** DPS Name: [REDACTED]

## PURPOSE OF VISIT

COMPLAINT ☒ Details (e.g. allegation, advice requested, previous inspection info., sampling programme, licensing visit, spot check, project or other)

REVISIT ☒

ADVICE ☐

SAMPLING ☐

LICENSING ☐

OTHER ☐

**Revisit due to poor score for Management.**

## RECORDS WITNESSED

DFSMS (HACCP)	Probe Cal. Temps	Invoices	Gas Safety Cert	Skin Piercing Lic.
Delivery Temps	Dishwasher Temps	Suppliers List	Vent. Clean Cert	Sex Establish Lic
Storage Temps	Maintenance	Internal /External Audit	Premises Lic. (Part A)	Pet Shop Lic.
Cook/Reheat Temps	Cleaning Schedules	Waste Transfer Notes	Premises Lic. (Part B)	Home Border Lic.
Hot Hold Temps	Menus	Pest Control Records	Personal Licence/s	Taxi Operator Lic.
Cold Display Temps	Allergen Signposting	Staff Sickness	Temp.Event Notice/s	Gambling Lic.
Cooling Time/Temps	Allergen Matrix	FH Training	Club Premises Cert.	Gaming Permit

No.	Requirements (Or if Revisit, Items Outstanding from Previous Inspection/Visit)	Legal (L) / Rec (R)	Timescale Or Completed ✓	Reg. Code (See Notes)
	A full visit to the kitchen was not carried out as I did not have my white coat however I was able to see from the edge of the kitchen wall:			
①	Replace the missing wall tile	L	3 months	L
②	The wash hand basin in the service appears to have been replaced as it is easy to use			

If there are further requirements than listed above, you will be issued with a continuation sheet

ATP Swab Samples	Type e.g. ATP1 & Location	Result (Level & F,B or S)	Type e.g. ATP1 & Location	Result (Level & F,B or S)
ATP1 - Food Contact				
ATP2 - Hand Contact				
ATP3 - Hands & Cloth				
F= Fail B= Borderline S= Satisfactory				

## ACTION BY LOCAL AUTHORITY

A copy of this document will be left on site. If you should require further explanation of the above, please contact the inspecting officer via the details at the top of this report. You may request a follow up letter.

Action by Local Authority: Compliance Revisit ☐ (timescale) ..... Statutory Notice/s ☐

Additional Compliance Action/s (please state).....

This report only covers those areas inspected at the time. It does not necessarily signify compliance with all matters under relevant legislation. Please action any requirements and note the timescales given for compliance. **Please read the notes provided. please read the notes provided.** Our full environmental health privacy policy is available at

<https://www.cambridge.gov.uk/media/6335/environmental-health-privacy-notice.pdf>

Person(s) Interviewed: [REDACTED] [REDACTED]

Report of visit form received by: [REDACTED] Signed: [REDACTED]

## OFFICER USE:

Report to HO

To Be Sent ☐

## **Information for food businesses:**

### **Improving your food hygiene rating**

Cambridge City Council has developed resources & advice to help you improve your food hygiene rating, please visit [cambridge.gov.uk/starting-a-food-business](http://cambridge.gov.uk/starting-a-food-business) to access the resources or to download the Food Standards Agency - Safer Food Better Business pack.



To get the best possible rating, here's what you can do now:

- Look at your last food hygiene inspection report to check that you've taken all of the actions needed to ensure that you meet legal requirements. If you can't find your last report, contact us and we will be able to give you a copy.
- At your next inspection, if you don't get the top rating and you have queries about the improvements you need to make to get a better rating, then the food safety officer should be able to give you advice.
- Make sure that you and your staff continue to comply fully with all aspects of food hygiene law.

### **How to request for the business to be re-scored**

You as the food business operator of the establishment have the opportunity to request further unannounced visits for the purposes of providing a new rating, if you have taken action to rectify the non-compliances identified at the time of inspection. During an unannounced rescore inspection, the food safety officer will give you a new food hygiene rating based on the level of compliance that is found at the time of the re-inspection – you should be aware that your rating could go up, down or remain the same. **There will be a charge for each re-visit carried out at your request.** The re-visit will be carried out within three months of receipt of your application and payment. There is a procedure to follow and a prescribed form that needs to be completed and submitted to make the request. Details of the current cost and the form to be completed to request a revisit and details of making the payment can be found at [cambridge.gov.uk/food-hygiene-ratings](http://cambridge.gov.uk/food-hygiene-ratings)

### **Business Mentoring Service & Training Courses**

The Commercial & Licensing Team at Cambridge City Council offer mentoring services for businesses who request our help in order to raise standards. For further information, please contact the Officer who carried out your inspection via the contact details on the report form left with you or visit [cambridge.gov.uk/business-mentoring](http://cambridge.gov.uk/business-mentoring). You do not have to use the Local Authority services, and you may use other training/mentoring providers available, such as private training providers and environmental health consultants, the details of which can be found online.

Please visit our training webpage for the courses offered by Cambridge City Council. A mixture of taught courses in a classroom environment and Online courses are available covering the topics of; Food Safety, Health & Safety, First Aid, Fire, CoSHH, Manual Handling, Licensing and Environmental Awareness. A full list of all of the training courses that are available can be found by visiting our website at: [cambridge.gov.uk/training](http://cambridge.gov.uk/training)

If you are interested in receiving training for your employees we offer discounts on group bookings on our taught courses. At your request, we may also arrange a training course to take place at your place of work, as long as there are enough candidates and the premises is suitable to provide training. Please visit the webpage for further details or to make an enquiry, contact the Officer who carried out your last inspection. You do not have to use the Local Authority services, and you can use other training/mentoring providers available, such as private training providers and environmental health consultants, the details of which can be found online.

## **Information for Licensed Premises:**

For further information relating to Licensed premises, please visit: [cambridge.gov.uk/licences-and-permits](http://cambridge.gov.uk/licences-and-permits)

## **Contact**

If you would like to discuss any of the points raised following your visit, please contact the inspecting Officer via the contact details on the front page of the report form.

Should you feel any of the points raised are not justified, please contact Karen O'Connor, Team Manager (Commercial & Licensing), on 01223 457083 or email [karen.oconnor@cambridge.gov.uk](mailto:karen.oconnor@cambridge.gov.uk)

Under the Freedom of Information Act 2000 this report and the information which is held is accessible by the public and therefore it is the intention of Cambridge City Council to publish all inspection reports on its website in the near future. Disclosures of such information shall be in accordance with the Data Protection Act 1988.



## Intervention Report Form – Report of Visit (Continuation Sheet)

Cambridge City Council, Commercial &amp; Licensing Team, PO Box 700, Cambridge. CB1 0JH

Commercial Team Tel: 01223 457990 Email: commercial@cambridge.gov.uk / Licensing Team Tel: 01223 457890 Email: licensing@cambridge.gov.uk

Business Name/Trading Address: Tatters

Inspecting Officer

EHO/TO/LO/Signa

me 29/3/19

Officer Tel: 01223 4

No.

Requirements (Or If Revisit, Items Outstanding from Previous Inspection)

Legal (L) /  
Reg (R)Timescale Or  
Completed ✓Reg. Code  
(See Notes)

however there appears to be no hot water to this basin. Give that a hot feed is provided to the wash hand basin in the servery.

L

1 month

J

③ FOOD SAFETY MANAGEMENT SYSTEM L 1 month U.

I understand that you have a new chef, [REDACTED]. He was not aware of the documented food safety management system – SAFE FOOD BETTER BUSINESS.

This is the major reason why your business is rated 1. I wrote you a detailed letter in November 2018 which I'm leaving you a copy of. Please read and action.

I have to give you a score of 20 for management if you have not achieved what I told you needed done before, in an inspection. If you had completed this, your restaurant would be on a much better score.

Once you have completed the work consider a review revisit request.

## ACTION BY LOCAL AUTHORITY

A copy of this document will be left on site. If you should require further explanation of the above, please contact the Inspecting officer via the details at the top of this report. You may request a follow up letter.

Action by Local Authority: Compliance Revisit ☐ (timescale) ..... Statutory Notice/s ☐

Additional Compliance Action/s (please state) .....

This report only covers those areas inspected at the time. It does not necessarily signify compliance with all matters under relevant legislation. Please action any requirements and note the timescales given for compliance. Please read the notes provided.

Person(s) interviewed: .....

Report of visit form received by: .....

...Signed: .....