



Eddie Catz  
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*My Ref :*  
*Please Ask For:*  
*Your Ref:* WKJ201508636

*Date:* 11th December 2015

Dear

**FOOD SAFETY AND HYGIENE (ENGLAND) REGULATIONS 2013  
REGULATION (EC) No 852/2004  
HEALTH AND SAFETY AT WORK etc ACT 1974  
Eddie Catz 42 Station Road Colliers Wood SW19 2LP**

I refer to my visit to the above premises on the 16th November 2015 and subsequent revisits on the 17<sup>th</sup> and 18<sup>th</sup> November. My initial visit was made in response to an allegation made by a member of the public that there were mice in the premises.

During my inspection on the 16<sup>th</sup> November it came to light very quickly that there was a large scale mice infestation in the kitchen, café and storeroom. Eddie Catz was voluntarily closed on the 16<sup>th</sup> November as a result of the unacceptable extensive mice infestation throughout the kitchen, café and storeroom. The conditions found were such that there was an imminent risk of injury to health if the kitchen continued to trade as there was a significant risk of food being contaminated due to the extensive mice droppings found.

Mice droppings were also found in some of party rooms of the premises therefore you agreed to immediately clean and disinfect these areas thoroughly.

A hand written letter of works required was left at the premises on the 16<sup>th</sup> November and the pest controller was at the premises determining treatment and proofing works required.

I revisited the premises on the 16<sup>th</sup> November to check the progress of cleaning, proofing and pest treatment works where I witnessed an

improvement but you                      I advised that you wished to close the entire premises until further wide scale pest eradication measures had taken place.

A revisit undertaken on the 18<sup>th</sup> November 2015 showed that the health risk condition had been removed and the kitchen was found to be in an acceptable condition and was allowed to reopen. There was also no evidence of mice found in the party rooms of the premises.

I was very disappointed to find several **serious** offences under the above legislation. Details from my inspection have been passed to the Environmental Health Commercial Manager who may consider formal action in accordance with our enforcement policy.

Schedule A details the legal requirements which need your attention. You will see that I have indicated a time scale when I would expect the matters to be completed by.

### Schedule A

**Schedule A details the work needed to comply with the law. This work, or work considered equally effective, must be completed in the timescale stated.**

Compliance with food hygiene and safety procedures.	Date to be completed by:
<p><b>1. Risk of Food Contamination</b></p> <ul style="list-style-type: none"><li>At the time of my initial visit on the 16<sup>th</sup> November mice droppings were found on kitchen shelving used to store food equipment and on food equipment and utensils as well as on food preparation surfaces in the kitchen.</li></ul> <p>Mice droppings carry harmful bacteria such as Leptospirosis and Salmonella. Mice droppings on food contact surfaces are completely unacceptable and present a risk of contamination to food. I appreciate that the infestation has been brought under control however I would ask that thorough cleaning and disinfection procedures continue to take place prior to food handling activities every day and thorough checks take place in the morning in case of any mice activity during the night. This was clearly missed by staff and thus presented an imminent risk of injury to health.</p> <p>As advised, a two stage process is required for effective disinfection of surfaces. Either use a detergent cleaner to remove visible dirt and food debris followed by use of a disinfectant <u>or</u> use the sanitiser initially to visually clean the surface and then use it again to disinfect the surface. It is essential that cleaning products are used in accordance with the instructions on the container i.e. correct dilution and contact time and that the disinfectants are approved for.</p>	<p><b>Today</b></p>

<ul style="list-style-type: none"> <li>In order to prevent possible contamination of food stuffs and equipment/utensils which may come into with food please ensure that you store food in pest proof containers. <i>Regulation (EC) No 852/2004 Annex II Chapter IX para 3</i></li> </ul>	Today
<ul style="list-style-type: none"> <li><b>E.coli control and cross contamination</b> Food businesses that handle both raw food and ready to eat foods must consider E.coli 0157 cross contamination hazards within their business and ensure that strict control measures are in place to adequately control E.coli 0157 cross-contamination. Raw food includes raw meat <u>and</u> any raw root vegetables, fruit or other vegetables that are likely to have been contaminated by soil.  Permanent 'clean' areas should be designated within your premises for the handling and service of ready to eat foods such as salad vegetables and cooked food that is ready for service to your customers. Raw food and equipment that may have been contaminated by raw food cannot enter the clean areas and these clean areas must be specifically managed to ensure that harmful bacteria, including E.coli 0157, have been effectively excluded from all surfaces, hands, clothing etc within the designated clean area. Please see enclosed 'E.coli 0157' factsheet which includes the key messages regarding control of E.coli 0157 bacteria within your business. <i>Regulation (EC) No 852/2004 Annex II Chapter IX para 3</i></li> </ul>	Today

Compliance with structural requirements.	Date to be completed by
<p><b>2. Pest Control</b></p> <p>There was an active mice infestation throughout your premises in November. Food businesses must take all reasonable precautions to prevent food pests, namely rats, mice, cockroaches and flying insects gaining entry into food storage and preparation areas. This is to prevent the contamination of foodstuffs.</p> <p>Any gaps and holes to external doors, windows, pipes, drains etc. must be filled or covered with a solid, durable material in order to minimise pest entry points into food preparation and storage areas</p> <p>At the time of my visit I saw a number of pest control reports dated 16<sup>th</sup> September, 13<sup>th</sup> October and 16<sup>th</sup> November all recommending glue board treatments and proofing works. Whilst I appreciate that some attempts had been made to proof certain areas, no sticky board treatment had taken to try and reduce the scale of the infestation.</p> <p>Whilst I appreciate a thorough and extensive pest control treatment has been undertaken by your pest control company now you must ensure that regular and effective</p>	Today

<p>treatments take place. You must ensure that the pest control reports are read and any recommendations made around treatment and proofing take place as soon as possible.</p> <p><i>Regulation (EC) No 852/2004 Annex II Chapter IX para 4</i></p>	
<p><b>3. Cleaning</b></p> <p>At the time of my initial visit mice droppings were found throughout the kitchen on food contact surfaces, underneath and behind equipment, and on floor wall junctions throughout the entire facility. I appreciate that thorough cleaning and disinfection has already taken place at the premises. All areas where food is prepared and stored must be clean. This is so that pests are not attracted into your premises and the risk of food being contaminated by dirt is minimised.</p> <p>Please ensure that any soft furnishings that may have been contaminated by the infestation are laundered at a suitably high temperature. A wash cycle that achieves <b>82°C or higher</b>, can be considered acceptable. This may be achieved through a standard hot cycle, which typically operates at 90°C.</p> <p><i>(Regulation (EC) No 852/2004 Annex II Chapter I Para 1)</i></p>	<b>Today</b>

<b>Confidence in management /control procedures.</b>	<b>Date to be completed by</b>
<p><b>4. Documented Food Safety Management System</b></p> <p>At the time of my visit I did not go through any documentation apart from pest control reports however it was very clear that there had been a complete breakdown in management control to allow an infestation to get so out of control. An infestation of this scale could have led to serious injury to health. Please review the method of reporting, responding and implementing corrective actions relating to pest control issues. This procedure should also include procedures for liaising with the management to mutually agree an effective way forward for eliminating such pest issues when they occur. Please ensure all staff are effectively trained on the pest control reporting procedures. You need to provide some evidence that your business is following procedures that include steps where all the significant hazards are controlled</p> <p>For your information the Safer Food Better Business pack has been updated to include further cross contamination and allergen information. Please see the link and download the new pack.</p> <p><a href="http://www.food.gov.uk/sites/default/files/sfbb-caterers-pack.pdf">http://www.food.gov.uk/sites/default/files/sfbb-caterers-pack.pdf</a></p> <p>You must carryout the following opening and closing checks and complete the diary <b>every</b> working day:</p> <p><b>Opening checks (before you start work)</b></p>	<b>Today</b>

- Your fridges, chilled display equipment and freezers are working properly.
- Your other equipment (e.g. oven) is working properly.
- Staff are fit for work and wearing clean work clothes.
- Food preparation areas are clean and disinfected, where appropriate (work surfaces, equipment, utensils etc.)
- There are plenty of Handwashing and cleaning materials (soap, paper towels, cloths etc.)

**Closing checks (when you finish work)**

- No food is left out.
- Food past its 'use by' date has been thrown away.
- Dirty cloths have been removed for cleaning and replaced with clean ones.
- Waste has been removed and new bags put into the bins.

You can also add your own checks to the list

Once you have done the opening checks you then put a tick in the opening check box and the same for the closing checks.

<b>Week commencing:</b> <input type="text"/>	
<b>Monday</b>	
Any problems or changes – what did you do?	
Opening checks <input type="checkbox"/>	Closing checks <input type="checkbox"/>
Name <input type="text"/>	Signed <input type="text"/>
Our safe methods were followed and effectively supervised today.	

You must ensure that staff are properly trained on the safe methods and are aware of the controls that relate to their tasks.  
*Regulation (EC) 852/2004 Article 5 Para 1 and 2*

**5. Training**

The pest infestation also highlighted training needs for staff. Due to amount of droppings and their locations e.g. on food contact surfaces and equipment it was clear that effective opening checks were not taking place to check for pest activity particularly items which could contaminate food. It was also clear that adequate cleaning and disinfection prior to food preparation. You must ensure that all food handlers engaged in your food business are supervised, instructed and/or trained in food hygiene matters as necessary, bearing in mind the type of work which they do. It is also important that whilst a pest problem is on-going that effective opening checks take place and thorough cleaning and disinfection is taking place prior to food handling food preparation.

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

**Two months**

## Schedule B

Schedule B lists those matters that, though not legally required, are considered to be good working practice. You should view these recommendations as important guidance for developing safe, hygienic practices.

<b>Recommendations</b>
No issues

## Food Standards

### Food Information Regulations 2014

From 13 December 2014 all food businesses will need to provide information about the allergenic ingredients used in foods sold or provided by them. As a food business serving loose food you will have to supply the customer with information for every item on the menu which contains any of the 14 allergens as ingredients. Remember you will need to look at every food used in your dishes whether made in-house or bought in ready made including packaged foods condiments, sauces e.g. Soy sauce may contain gluten

Details of these allergens will have to be listed clearly in an obvious place such as:

<ul style="list-style-type: none"><li>• A menu</li><li>• Chalkboard</li><li>• Information pack</li></ul>	<i>If not provided up front, you will need to sign post to where it could be obtained either in written or oral formats e.g. "please ask a member of staff if you have an allergy"</i>
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- Orally, in which case it must be verified that staff are providing accurate and consistent allergen information.
- For food sold at a distance e.g. through the telephone allergen information must also be provided in writing or orally

It will not be acceptable for a member of staff to say:

- You don't know what allergens are in the food you serve or
- All foods you serve contain an allergen

I have enclosed FSA Allergen Information for Loose Foods booklet providing advice the new Food information Regulations. In addition there is a training module on the Food Standards Agency web site which you may find useful <http://allergytraining.food.gov.uk/english/>

## Food Hygiene Rating Scheme

London Borough of Merton are participating in the National Food Hygiene Rating Scheme to show how well food businesses are complying with food law.

We are making your food hygiene rating publicly available so that customers are informed about the food safety standards of your business. This means that high achieving businesses receive the recognition that they deserve and underachieving businesses have an incentive to raise their game and improve food safety.

### Your Food Hygiene Rating

Criteria assessed	Annex 5 Score
Compliance with food hygiene and safety procedures	20
Compliance with structural requirements	20
Confidence in management/ control procedures	20
<b>Food Hygiene Rating</b>	<b>0</b>

Your business has achieved a rating of **0 out of a possible 5**.

**Please find enclose your Food Hygiene Rating Sticker which you are encouraged to display at the premises.**

You can now tell your customers how good your hygiene standards are by putting the new 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.

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 14 days in which you can **appeal** against this. You should appeal in writing to the Lead Officer for 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 is provided on the FSA's website at: [www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf](http://www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf)

**Where may I get further information?**

Further information about the scheme generally is available on the FSA's website at: [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)

Please contact me if you require Guidance on Top Tips for a 5 Hygiene Rating.

As mentioned earlier in this report these matters will be reported to my manager, but you are invited to comment on the matters detailed above.

As I am of the opinion that offences have been committed I would advise that you should obtain legal advice before making any comment and that;

**"YOU DO NOT HAVE TO STATE ANYTHING BUT IT MAY HARM YOUR DEFENCE IF YOU DO NOT STATE SOMETHING NOW WHICH YOU LATER RELY ON IN COURT. ANYTHING YOU DO SAY MAY BE GIVEN IN EVIDENCE"**

I look forward to receiving your comments within fourteen days of this letter. If I do not receive anything within this period, I will assume that you have no comments to make.

I intend to revisit your premises in approximately two months and will expect the matters detailed in this letter to have been rectified.

If you require any further advice or information in the meantime, please do not hesitate to contact me on the above number, or my Manager,                     

Yours sincerely

Senior Environmental Health Officer