



Derby City Council

The Company Secretary
Alter Rock Ltd
St James Church
Malcolm Street
Normanton
Derby
DE23 8LU

Your ref
Our ref 221114 JM/HM
Contact [REDACTED]
email [REDACTED]
Tel [REDACTED]
Fax 01332 643299
Minicom 01332 640666
Date 14 November 2022

Dear Sir

**Food Safety and Hygiene (England) Regulations 2013, Retained EC Regulation 852/2004 and Retained EC Regulation 178/2002
Health and Safety at Work etc. Act 1974 and Associated Regulations**

Alter Rock Ltd, St James Church, Malcolm Street, Normanton, Derby, DE23 8LU

I refer to my visit of the above premises on 9 November 2022 and my discussions with [REDACTED].

The purpose of my visit was to carry out a food hygiene inspection and health and safety education awareness raising visit.

I based my food hygiene inspection upon potential food poisoning hazards, contamination risks and control measures.

The following areas were inspected at the time of my visit:

- Kitchen
- Climbing walls
- Ariel 'sky walking'
- Caving activity
- Office

Inspection Report

I have enclosed a copy of your inspection report.

Continued



Schedule A lists legal requirements, which must be completed.

Schedule B lists recommendations of good practice, intended to improve working practices.

This inspection report contains only those issues identified at the time of the inspection.

It is your responsibility to ensure that your business complies with all relevant legal requirements on an ongoing basis.

Food Hygiene Rating

Derby City Council operates the national Food Hygiene Rating Scheme.

Your rating has been calculated as follows, based on the standards found at the time of inspection:

Compliance with food hygiene and safety procedures	15
Compliance with structural requirements	5
Confidence in management/control procedures	10
Total score	30
Food hygiene rating	2 – Improvement Necessary

Details of how your rating was calculated are contained on our website, www.derby.gov.uk/food-safeguards. Paper copies can be provided on request.

A sticker showing your rating is enclosed. Please destroy the sticker showing your previous rating as only 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 www.ratings.food.gov.uk approximately five weeks from receiving this letter.

You may request that the rating is published before this time. A form to make the request is available on the Council's website, www.derby.gov.uk/food-safeguards.

Derby City Council is a public body for the purposes of the Freedom of Information Act 2000 and information may be disclosed in accordance with the provisions of that Act or its statutory Publication Scheme. Please note that regular requests are made to this Department for copies of the inspection letters relating to food premises that have been rated as a 0, 1 and 2 under the scheme.

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Safeguards

Forms and further information is available on the Council's website, www.derby.gov.uk/food-safeguards. Paper copies of forms can be provided on request.

Appeal

If you feel that the rating is unjust you have 21 days to appeal. An appeal may be lodged by submitting a completed Business Appeal form.

I recommend that you contact me first so that I may explain your rating scores.

Re-score

If you make improvements, you can request a re-visit to generate a new food hygiene rating. There is a charge of £173 for each re-score visit. Payment must be made online at www.derby.gov.uk/food-pay and the Business Revisit Request form submitted.

Right to Reply

Your comments can be published online, alongside your rating, to explain unusual circumstances or action taken since the inspection. You must complete and return the 'Business Right to Reply' form.

You must implement the work relating to a change in working practices and cleaning immediately. These items will be checked during the next programmed food hygiene visit. Please contact me if you have any questions or concerns about your inspection report or about your food hygiene rating.

My manager, [REDACTED] would welcome any feedback about the inspection, please email [REDACTED]. Any information will be treated in confidence and used solely for performance monitoring and improving our services.

Data Protection

The Food and Safety Team is committed to protecting and respecting your privacy when you use our services. Please visit <https://www.derby.gov.uk/privacy-notice/> for further information. Printed copies are available on request.

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If you choose to release your letter to others, please ensure that that name and contact details of the inspecting officer(s) is not disclosed to third parties without prior authorisation from the Council.

Yours sincerely



Senior Environmental Health Officer

Encls: Inspection Report - Schedules A and B
 Premises' Sticker
 Derby City Controlling '*E.coli* O157' Leaflet
 Derby City Council E coli Check sheet
 FSA 'Allergen Information for Loose Foods' Booklet
 Health & Safety factsheet – Topics

Inspection Report: Alter Rock Ltd, St James Church, Malcolm Street, Normanton, Derby, DE23 8LU

Date of Inspection: 9 November 2022

Schedule A (Legal Requirements)

Food Hygiene and Safety Procedures

1. At the time of my visit there was the following within the fridge which were either out of date or not suitably stored and labelled:
 - Open pack of ham use by 5/11/22.
 - Hard cheese with mould on.
 - Open tin of tuna in a plastic container, not labelled with date opened/ use by.
 - Ham use by 29/11/22, open but no indication of when opened.
 - Jacks cheese pizza use by 8/11/22.
 - Tins of beans were dated best before 2021.
 - Fresh meat - Bacon and sausage had been frozen but were not labelled with the date frozen or a use by date.

The 'use by' date is the date until which the manufacturer of the food guarantees it is safe to eat. You need to adopt a formalised system of stock rotation which follows the rules below, as appropriate:

- Food must not be stored/used when it is past its use by date.
- With prepacked foods (such as ham/cheese/tuna) once open, the food must be labelled with the date it has been opened and a use by date. The use by date must follow the manufacturer's instructions of 'once opened use within xxx days' which can be found on the label of the product, and not exceed the use by date of the product.
- Any food that has mould present indicates that it is unsafe to use and should be disposed of.
- Food should not be stored in open tins in the fridge as the tin can taint the food. It should be decanted and stored in a sealed container and labelled accordingly.
- If fresh foods, such as the sausage and bacon are frozen down, they should be labelled with a date frozen and use by date. When defrosting, you need to ensure that you do not exceed the current use by date. This means that you cannot freeze food on the last day of the use by, then defrost and give a further period of time before use.
- Rotate stock so that food does not pass its best before date and dispose of condiments when they are empty rather than storing.
- With any food made on site, the use by date should be day of making plus 2 further days or sooner if stated on the manufacturer's instructions.

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It is an offence to sell or use food beyond its 'use by' date. You must check your goods daily to ensure efficient stock rotation and ensure that all foods are removed after their 'use by' date.

Article 14(2) to (5) of Retained Regulation 178/2002 ; Retained Regulation (EC) No. 852/2004 Article 5

At the time of the visit, it was believed that much of this food was for staff's personal use, or just not thrown away from last weekend after a party, and new stock is bought in for each specific party however there was no way of demonstrating this.

2. I had concerns over storage in the small freezer in that raw sausage was stored next to ready to eat ice-cream. Although these food items were all wrapped/in lidded containers this is still poor practice. Raw meat and must be stored separately or below cooked/ready to eat food items in fridges and freezers.
Retained Regulation (EC) No. 852/2004, Annex II, Chapter IX, Paragraph
3. You were preparing bacon and egg cobs for customers on Saturday mornings and were also preparing food for children's parties (either food cooked direct from frozen or sandwiches) on Saturday afternoon or Sunday. Both of the food provisions were on an adhoc basis.

Because you are handling raw meat and also ready to eat foods, you need to ensure that strict controls are implemented to prevent cross contamination:

- separate these activities in time with a two stage clean of the sink and surrounding surfaces and taps and work surfaces, using antibacterial spray/sanitiser and a disposable cloth that should be thrown away.
- equipment that has come into contact with raw meat or eggs (such as knives/ tongs and boards) must be washed separately from equipment used for ready to eat foods and stored separately. A two stage clean of the sink and surrounding surfaces and taps should be completed before it is used to wash ready to eat equipment.
- Separate sponges and scourers (clearly identifiable) must be used to wash equipment that has been in contact with raw foods. These sponges must be stored separately.

Retained Regulation (EC) 852/2004, Annex II, Chapter IX, Paragraph 3

4. At the time of my visit there were quite a few reusable cloths present in the kitchen. Once you have used a cloth for cleaning a raw food surface it must not be used again to clean surfaces or equipment used for ready to eat food. Disposable cloths must be thrown away and other reusable cloths must be thoroughly cleaned, boil washed and dried on a regular basis.
Retained Regulation (EC) 852/2004, Annex II, Chapter IX, Paragraph 3

Continued

5. There was an unlabelled bottle of blue liquid, believed to be sanitiser, in a spray bottle in the kitchen, however we were unable to locate the larger bottle that could have corresponded to it to accurately identify it. As you are handling raw meat and ready to eat foods, all disinfectants must meet **BS EN 1276** or **BS EN 13697** and be used in accordance with manufacturer's instructions, specifically contact times and dilution rates (if in doubt check with your chemical supplier).

You must ensure that you carry out appropriate checks to ensure that you have adequate cleaning materials available to allow you to safely operate prior to opening. For your information Nilco, Clean Pro and Jangro sanitisers available from cash and carries all meet one of these British Standards.

Retained Regulation (EC) No. 852/2004, Article 5

6. To remove bacteria such as *E.coli* to safe level you must always undertake a **two-stage clean**, cleaning first to remove the dirt and grease and then a second time to remove the bacteria you cannot see. This can be done by using hot soapy water followed by anti-bacterial spray/sanitiser or by using your anti-bacterial spray/sanitiser twice.

Retained Regulation (EC) No. 852/2004, Annex II, Chapter IX, Paragraph 3

Structural Requirements

7. The following cleaning issues were identified during the inspection:

- The sink was dirty and pots were present in the sink from the previous day.
- The microwave and the glass plate of the microwave was also chipped.
- The sides of the units were dirty and the worksurfaces was slightly sticky to touch.

You will need to ensure these areas are given your attention and are maintained in a clean condition.

Retained Regulation (EC) No. 852/2004, Annex II, Chapter I, Paragraph 1

Confidence in Management/Control Procedures

8. Whilst you have some procedures/controls in place to ensure food safety, you must also provide documentation to show this. As discussed at the time of my visit, the Food Standards Agency has produced a pack called 'Safer Food Better Business' [Safer food, better business \(SFBB\) | Food Standards Agency](#) that you can complete and follow to ensure compliance. You must:

- read through the safe methods in this pack and answer the questions (fill in the white boxes).
- you must then ensure that this pack is followed and used by all food handlers and maintain some simple monitoring records (the diary) to demonstrate that this pack and the safe methods are being followed.

Continued

- you must also verify that your procedures are working by completing the 4 weekly reviews.

Retained Regulation (EC) No. 852/2004 Article 5

At the time of my visit, it was believed that documentation was available but it couldn't be located. Please ensure it is available for my revisit.

9. The items listed under 'Food Hygiene and Safety Procedures' and 'Structural requirements' leads me to believe you are not implementing your documented food safety management system fully. You must ensure the systems you have set up to control food safety are implemented.

Retained Regulation (EC) No. 852/2004, Article 5

10. It was believed that the staff and self-employed people who also handle food hold training certifications. You must ensure that all food handlers engaged in your food business are supervised, instructed and/or trained in food hygiene matters to a level appropriate to their work activity.

Please ensure the certificates are available for my revisit.

Retained Regulation (EC) No. 852/2004, Annex II, Chapter XII, Paragraph 1

Allergens

11. There are 14 listed allergens that need to be considered and you will have to supply information for every item on your menu that contains any of these 14 allergenic ingredients, both at point of sale and delivery. Further guidance for businesses on meeting this legal requirement can be found at <http://www.food.gov.uk/business-industry/allergy-guide>

You need to ensure that you are aware of the allergens present in your foods, and any possible cross contamination risks during preparation and cooking. You need to complete a matrix, which can be found at the link above, to allow you to identify allergens in your foods. You will find this easier to do if you limit your foods to one supplier rather than numerous premises.

For more information, please contact the Trading Standards Team for advice, telephone 01332 640780.

I look forward to reviewing your allergen information at my next inspection.

Regulation 5, The Food Information Regulations 2014

Health and Safety

The health and safety inspection was risk based, focusing only on those risks highlighted nationally as a priority for your industry group, plus any matters of evident concern noted during the visit. You must, however, ensure you manage all risks associated with your business.

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12. At the time of my visit, you could explain the controls and systems in place and had a risk assessment document that you were following and could show me a system of checks for the climbing harnesses, ropes and attachments. In order to complete my inspection please can you forward the following documents:

- Inspection certificate for the 'ariel rope walk'.
- Inspection certificate for the caving activity.
- Inspection for the harness and climbing equipment.
- Inspection for the climbing walls and holds.
- Electrical certificate for electrical portable appliances – including those in the kitchen.

Items noted during the inspection which require your attention:

- The microwave in the kitchen had a sticker saying last tested in 2012. Portable electrical appliances should as a guide be inspected annually.
- The cook seemed to be cooking eggs using a hot plate located on the bottom shelf of a metal work surface unit. You need to establish how the eggs are cooked/hot plate is used and provide a safe system.
- There was a dip in the flooring on the left-hand side walkway between climbing walls, which should be remedied as part of your ongoing maintenance programme.
- There were unlabeled chemicals in the kitchen. All chemicals should be labeled and kept locked away from access by children.

Schedule B (Recommendations)

1. I suggest that you re-consider and streamline food provision within your premises. It seems that food provision is ancillary to your climbing business. However, it is important that you do so safely. By providing food that involves handling and cooking raw meat, and also providing ready to eat foods such as sandwiches means that you are dealing with high-risk food items in relation to cross contamination. I suggest that you reconsider the foods you provide to eliminate risks and allow you to provide safe food easily. For example, if you provided sausage cobs (cooked straight from the freezer) instead of bacon and eggs and limited the party food to just cook from frozen or reheated (hotdogs from a tin) rather than providing sandwiches and other ready to eat foods, you would eliminate a lot of the risks and requirements for separation. You would also be able to manage use by dates and stock rotation a lot more easily.
2. If you do lots of fried foods you will need to consider ventilation which may be difficult as you are a listed building. Obtaining a suitable oven, rather than the small tabletop one currently used, and cooking food in the oven rather than frying would resolve this.

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3. You currently buy foods from numerous local shops which will make controlling allergens and allergen awareness very difficult. I suggest you buy from one supplier. You will still need to check allergens regularly in case the manufacturer changes their recipe, but it will save doing a new allergen matrix for each party.
4. You need to ensure that when you decant chemicals into smaller spray bottles they are labelled with the contents and risks associated with use. You should also lock chemicals away (or lock your kitchen) as the kitchen is on the same floor and directly next to the waiting/party area.
5. You should ensure you have set up a programme of preventative maintenance to identify and remedy electrical defects before they can cause danger. The Institution of Electrical Engineers recommends that a competent person test fixed electrical installations at least once every 5 years (or sooner if your electrician recommends) and that the person doing the test should prepare an inspection certificate for the occupier.

All earthed portable appliances that are used on the premises should be tested by a competent person and this testing should be recorded. This record should contain the date of testing, a description of the appliance, the type of tests carried out, the specific results, the electrician's comments and the next test date. The appliances should be regularly checked at intervals as recommended by your contractor. As a guide, they should be looked at on a yearly basis.

You should keep a copy of your electrical installation and appliance check reports in a file on the premises so that they are available to officers from this Department at inspections.