



Derby City Council

The Company Secretary
Chi Street Food Ltd
Unit 16 Chamberlayne Road
Bury St Edmunds
IP32 7EY

Team	Food and Safety
Contact	[REDACTED]
Our ref	250210 VB/HM
Email	[REDACTED]
Tel	[REDACTED]
Deaf people can text	07774 333 412
Date	10 February 2025

Dear Sir/Madam

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

Chi Street Food, Unit 201, The Derbion Shopping Centre, Derby, DE1 2PL

I refer to my visit of the above premises on Tuesday 28 January 2025 with [REDACTED], Team Manager, revisits 31 January 2025 (with [REDACTED], Senior Environmental Health Officer), 1 February 2025, 4 February 2025, 6 February 2025 and our discussions with [REDACTED] and [REDACTED] r. The purpose of my visit was in relation to a customer complaint about mice at the premises.

I was disappointed at the initial visit to find standards had deteriorated and you had an issue with mice at the premises. As a result of these findings, a PACE Code B notice was served and photographic evidence was taken. In order to protect public health a closure of the business was necessary, which due to your good trading history was agreed on a voluntary basis, ref **VC/250128VB** and report number **2725** which provided specific instructions of works to be carried out to enable imminent risk to be removed, which you agreed to complete urgently.

Due to the issues identified at the time of my initial visit your premises has been rescored to reflect the standards found.

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

- Corridor Area
- Kitchen
- Preparation Room
- Store Rooms
- Toilet

Continued

The Council House, Corporation Street, Derby, DE1 2FS
derby.gov.uk

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Inspection Report

I have enclosed a copy of your inspection report. Schedule A lists legal requirements, which must be completed. Schedule B lists recommendations of good practice, intended to improve working practices. Schedule C includes photographs taken at the time of the inspection.

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	20
Compliance with structural requirements	15
Confidence in management/control procedures	20
Total score	55
Food hygiene rating	0 – Urgent 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 £203 for each re-score visit. To apply for a rescore you must complete a request form which can be accessed at www.derby.gov.uk/food-safety/rescore-request-form or via the QR code below.



Payment must be made online at www.derby.gov.uk/food-pay.

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.

More information and relevant forms about safeguards are provided on the Council's website at www.derby.gov.uk/food-safety/fhrs. Paper copies of forms are available upon request.

You must implement the work relating to a change in working practices and cleaning immediately. Further monitoring visits will be made and **if standards are found to be poor on future visits to the premises, then legal action may be taken.**

Please contact me if you have any questions or concerns about your inspection report or about your food hygiene rating.

Continued

My manager, [REDACTED], would welcome any feedback about the inspection, please email [REDACTED] [k](#). 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.

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 faithfully

[REDACTED]

[REDACTED]
Environmental Health Officer

Encls: Inspection Report - Schedules A, B and C
Premises' Sticker
Monthly hygiene inspection checklist
Health and Safety Factsheet

Copies to: The Manager
Chi Street Food
Unit 201, The Derbion Shopping Centre
Derby
DE1 2PL

Hong@chirestaurants.co.uk

Chi Street Food, Unit 201, The Derbion Shopping Centre, Derby, DE1 2PL

Date of Inspection: 28 January 2025

SCHEDULE A (LEGAL REQUIREMENTS)

Food Hygiene and Safety Procedures

1. At the time of my visit the premises was found to be dirty and evidence of mouse activity was identified in the form of droppings throughout all areas. In addition to these numerous gaps and holes were noted throughout the premises. As you are aware mice carry food poisoning bacteria and can contaminate food and food surfaces that they come into contact with. You must take appropriate steps urgently to keep your premises free from pests at all times.

At the time of my initial visit you did have a pest control contractor to treat the mouse infestation and were trying to deal with the problem yourself, which was not working due to poor pest proofing throughout, which was allowing pests access and harborage. You must complete a full survey of your premises to identify any gaps or holes that could allow pest access or harborage. Any access points identified must be pest proofed to deny access.

Whilst you have an active mouse infestation, to remain trading you **must** ensure that the risk to public health is managed. As agreed at the time of my revisit you must implement the following management controls daily:

- All food, packaging, utensils etc. are stored in lidded containers to prevent contamination. Alternatively, equipment and utensils must be washed prior to use.
- You must check your premises at the beginning of your day for signs of any pest activity. Any droppings identified must be recorded along with the location they were found. This is to assist a pest controller to target their resources. You must remove any droppings and clean and disinfect the area.
- All work surfaces and shelving must be cleaned and sanitised as part of a two stage clean using disposable cloths and antibacterial cleaner before you remove items from protective storage for preparation.
- All areas and equipment must be thoroughly cleaned and disinfected prior to use daily. This is to remove any potential contamination from pests prior to food preparation taking place.
- All areas must be thoroughly cleaned at the end of each day to ensure that there is no alternative food source for pests.

Continued

Your premises will be checked regularly to ensure that you are fully implementing the above controls consistently. If controls are found not to be in place formal action may be taken.

Assimilated Regulation (EC) No. 852/2004, Annex II, Chapter 1, Paragraph 2(c)

2. There was no soap at the toilet washbasin. Washbasins must be provided with soap and hygienic hand drying facilities.
Assimilated Regulation (EC) No. 852/2004, Annex II, Chapter I, Paragraph 4

Structural Requirements

3. Gaps and holes were noted throughout the premises including the below pest proofing issues identified during the inspection:
 - There was a gap round the pipe at the left-hand side of the boiler in the dry store room.
 - There was a hole under the work surface in the front corridor near the beer pumps that had been covered with a sheet of paper.
 - There was a hole in the bottom of the wall in the shutter area.
 - There was the edge of the electrical trunking missing under the work surface under the tills with evidence that mice had been inside here.
 - The ceiling was missing above the walk-in chiller.

You must take all reasonable precautions to prevent food pests, namely rats, mice, cockroaches and flying insects gaining entry into food storage and preparation areas. You must survey your premises with the help of your pest control contractor and ensure that any gaps and holes to external doors, windows, pipes, drains, etc. are filled or covered with a solid, durable material. And all internal gaps and holes throughout your premises are identified and pest proofed to remove harbourage areas.

This is to minimise pest entry points into food storage areas and ultimately the contamination of foodstuffs. I strongly recommend that you check the integrity of your proofing regularly.

Assimilated Regulation (EC) No. 852/2004, Annex II, Chapter I, Paragraph 2(c)

4. As a result of the mouse activity, the level of cleaning was found to be poor. In particular, the following issues were noted:-

Continued

Preparation Room

- There were mouse droppings on the floor near the wash hand basin.
- There were mouse droppings on the floor behind the stainless-steel fridge.
- There were mouse droppings on the floor to the left-hand side and behind the grease trap.
- There were droppings right hand side of the walk-in chiller.

Dry Store room

- There were mouse droppings to the left-hand side of the CO₂ canisters on the floor.
- There were mouse droppings on the floor under the right-hand side shelving unit.

Packaging Store Room

- There were mouse droppings on the floor.

Kitchen

- There were mouse droppings on the bottom shelf of the stainless-steel unit with the steamer on.
- There were mouse droppings on the bottom shelf of the stainless-steel wheeled trolley to the left-hand side of the griddle.
- There were mouse droppings on the floor to the left-hand side of the hot plate.

Front corridor area

- There were mouse droppings on the work surface behind the wash hand basin.
- There were mouse droppings on the floor under the beer pumps.
- There were mouse droppings on the floor behind the Polar refrigerator.
- There were mouse droppings behind the display chiller.
- There were mouse droppings on the ledge under the till.

Due to the poor state of cleanliness and the uncontrolled mouse infestation, you agreed to voluntarily close the premises to carry out works in relation to cleaning and implement the controls necessary to remove any risk to public health. I remind you that standards found at this inspection will not be tolerated by this Department and if similar standards are found at future visits then further legal action will be taken.

Assimilated Regulation (EC) No. 852/2004, Annex II, Chapter I, Paragraph 1
Assimilated Regulation (EC) No. 852/2004, Annex II, Chapter I, Paragraph 2(c)

Continued

Confidence in Management/Control Procedures

5. During the inspection it became clear that your prerequisites in your food safety management system such as pest control and cleaning food safety had failed and ultimately compromised food safety. As discussed you must now review your controls and ensure that they are robust enough to manage your business effectively. I remind you that as a business owner it is your responsibility to ensure that your food safety management system is adequate, fully documented, that staff are suitably trained and that the controls are thoroughly implemented at all times.

Please see Schedule B for further guidance.

Assimilated Regulation (EC) 852/2004, Article 5

Health and Safety

6. CO₂ cylinders were found unrestrained in the dry store room. To prevent CO₂ cylinders from falling over and creating an explosion risk, suitable straps or other safe storage method must be provided for all cylinders, whether full or empty. They should also be secured to prevent the risk of personal injury if they fell.

The Health and Safety at Work Act 1974, Sections 2 & 3

I enclose a factsheet to remind your responsibilities under health and safety law

SCHEDULE B (RECOMMENDATIONS)

1. I strongly recommend that you implement a robust cleaning schedule which is adhered to.
2. I strongly recommend that you monitor and report any damage to the structure to ensure that issues are repaired urgently to prevent access to pests.
3. I strongly recommend that you store all packaging and equipment in protected boxes.
4. I strongly recommend that management complete regular audits to ensure that standards are maintained on an ongoing basis. I enclose a copy of a monthly hygiene inspection checklist for your convenience.

Schedule C – Photographs of Chi Street Food, Unit 201, The Derbion Shopping Centre, Derby, DE1 2PL



Mouse droppings on the floor in the preparation room.



Mouse droppings on the floor in the preparation room.



Mouse droppings on the floor in the store room.



Mouse droppings on the floor in the packaging room.



Mouse droppings on the floor next to packaging in the packaging room.



Mouse droppings on the bottom shelf under the steamer in the kitchen.



Mouse droppings next to the sink in the corridor area near the kitchen.



Dirty and mouse droppings on the electric trunking in the corridor area under the tills.



Mouse droppings on the floor in the corridor area.



Hole in the wall in corridor area near the kitchen.



Hole in the wall in corridor area near the kitchen that had been covered with a piece of paper.



Gap round a pipe in the dry store room.