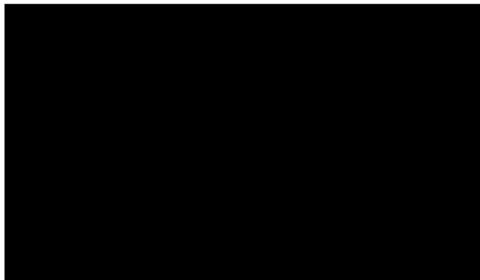




Derby City Council



Team	Food and Safety Team
Contact	[REDACTED]
Our ref	260120 Letter/VB/NMH
Email	[REDACTED]
Tel	[REDACTED]
Deaf people can text	07774 333 412
Date	22 January 2026



**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**

**Subway, 515a Burton Road, Littleover, Derby, DE23 6FQ.**

I refer to my visit of the above premises on Monday 5 January 2026 with [REDACTED] Senior Environmental Health Officer, revisits 6, 7, 12, 16 January 2026 and our discussions with yourself and [REDACTED], Manager. The purpose of my visit was in relation to a customer complaint about cockroaches at the premises.

I was disappointed at the initial visit to find standards had deteriorated and you had an issue with cockroaches 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/260105VB** and report number **2746** 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:

- Preparation Area
- Rear Storage Area
- Servery
- Staff Toilet

Continued

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**The Council House, Corporation Street, Derby, DE1 2FS**  
**[www.derby.gov.uk](http://www.derby.gov.uk)**

To view Derby City Council Privacy Notices please visit [derby.gov.uk/privacy-notice](http://derby.gov.uk/privacy-notice).



## 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	<b>0 – Urgent Improvement Necessary</b>

Details of how your rating was calculated are contained on our website, [www.derby.gov.uk/food-safeguards](http://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 Digital Markets, Competition and Consumers Act 2024.

Your rating will also be published on the Food Standards Agency's website at [www.ratings/food.gov.uk](http://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](http://www.derby.gov.uk/food-safeguards).

Continued

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.

### **Safeguards**

Forms and further information is available on the Council's website, [www.derby.gov.uk/food-safeguards](http://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 £213 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](http://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](http://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](http://www.derby.gov.uk/food-safety/fhrs). Paper copies of forms are available upon request.

Continued

As discussed at the time, you must implement the works requested relating to a change in working practices and cleaning, maintenance, pest control and training urgently. I will continue to monitor your progress with the works requested. Once you have completed the works you must contact me to assess standards and when I am satisfied that there is no longer an imminent risk to public I will lift the agreed voluntary closure. I remind you that you must remain closed. An officer will monitor the premises and if you are found trading formal action will be taken.

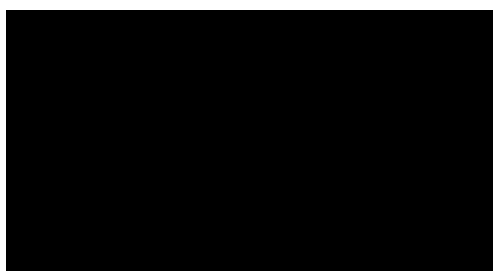
Please contact me if you have any questions or concerns about your inspection report or about your food hygiene rating.

My manager, [REDACTED], would welcome any feedback about the inspection, please email [REDACTED]@derby.gov.uk. 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.



Environmental Health Officer

**Encls:** Inspection Report - Schedules A, B and C  
Premises' Sticker  
Monthly Hygiene Inspection Checklist

## Inspection Report: Subway, 515a Burton Road, Littleover, Derby, DE23 6FQ

Date of Inspection: 5 January 2026

### SCHEDULE A (LEGAL REQUIREMENTS)

#### Food Hygiene and Safety Procedures

1. At the time of my initial visit the premises was found to have evidence of cockroach activity in the form of dead and live cockroaches in the kitchen/servery and the rear preparation room (see Schedule C).

As you are aware cockroaches carry food poisoning bacteria and can contaminate food and food surfaces that they come into contact with. As a result of the evidence gathered, I was satisfied there was an imminent risk to health that required a formal closure to protect public health. This was completed on a voluntary basis due to your trading history.

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

- Open food is stored in pest proof containers, cupboards or refrigerators at the end of each day so as to protect it from contamination. Open food in any remote storage areas must be stored in pest proof containers at all times.
- Food packaging where possible, food utensils and equipment is stored in pest proof containers or cupboards at the end of each day so as to protect them from contamination.
- Thorough cleaning and disinfection of all food preparation surfaces, equipment that cannot be put away and hand contact points must take place prior to any food preparation each morning. This must be done using a food grade sanitiser or anti-bacterial cleaning solution that is BS EN 1276 compliant.
- Effective cleaning of all areas is maintained so as to minimise potential food sources for cockroaches and complement the current pest-baiting regime at your premises. This must include floors and shelving, paying particular attention to behind electrical equipment such as fridges and freezers.
- Records are maintained daily to identify the location of any activity.
- You work closely with your current pest controller to address the pest issue.

Continued

I will continue to monitor your premises to assess your progress with treating the infestation. Following the completion of the above works you may contact me to request a revisit to assess if the imminent risk has been removed.

**Until I am satisfied that imminent risk to health has been removed your premises will remain closed.**

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

### **Structural Requirements**

2. Numerous gaps and cracks were noted through the fixtures and fittings and structure of your premises that would provide harbourage and breeding areas for cockroaches. 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, which you have failed to do.

You must now survey your premises with the help of your pest control contractor and ensure that all gaps, holes, cracks and edges are filled or covered with a solid, durable material. This is to minimise pest harbourage areas and deny pest breeding ground.

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

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

#### Servery

- There were dead nymphs next to the coffee machine.
- There was a nymph on the left hand side wall next to the coffee machine.
- There were dead cockroaches on the floor at the right hand side of the oven worktop.
- There were dead cockroaches under the counter top fridge.
- There was a dead cockroach next to the coffee equipment.
- There were nymphs next to packets of coffee.
- There was a dead cockroach in a box of labels.
- There was a cockroach on the surface near the coffee machine.
- There were cockroaches under the coffee machine in the cupboard.
- There was a dead cockroach in the customer area near the counter refrigerator.
- There was insect webbing under the counter refrigerator.
- There was a cockroach egg case on the printer under the till.
- There were dead cockroaches on the shelf under the cookie display unit.
- There were cockroaches under the cookie display unit.

Continued

### Rear Preparation Room

- There was a dead nymph on the preparation table.
- There was a live nymph on the wall under the wash hand basin.
- There was a dead cockroach on a metal container on the shelving unit.
- There were dead cockroaches on the shelf above the preparation table.
- There were live cockroaches seen on the wall above the shelf above the preparation table.

I remind you that all areas where food is prepared and stored must be clean and capable of being kept clean. This is so that pests are not attracted into your premises and the risk of food being contaminated by dirt is minimised. You must address these issues as a matter of urgency and ensure that your premises is maintained in a clean condition at all times.

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

### **Confidence in Management/Control Procedures**

4. 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.

*Assimilated Regulation (EC) 852/2004, Article 5*

### **SCHEDULE B (RECOMMENDATIONS)**

1. In order to ensure that the premises are maintained in a clean condition, you are advised to prepare a written cleaning schedule which should specify:
  - The rooms, surfaces and equipment to be cleaned
  - The cleaning materials and methods to be used
  - The frequency of the cleaning
  - The people responsible for carrying out the cleaning
  - The people responsible for checking the standards of cleaning.

It is the responsibility of the food business operator to ensure that the schedule is adhered to and that the premises are maintained in a clean condition.

Continued

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2. 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 Subway, 515a Burton Road, Littleover, Derby, DE23 6FQ**



A dead cockroach next to coffee equipment in the servery.



Dead nymphs next to packets of coffee in the servery.



A dead cockroach in a box of labels in the servery.



A dead cockroach on a metal container in the rear preparation room.



A nymph on the wall in the rear preparation room.



A nymph on the wall in the servery.