

Reference Number: FOIAH2324/623
From: Private Individual
Date: 06 February 2024
Subject: Food Hygiene inspection results/reports

Q1 For each Trust, please can you provide all Food Hygiene inspection results/reports, details of subsequent enforcement actions taken, and all supporting documents relating to the inspection and any subsequent actions.

Please can you provide all the information, reports, and documentation, going back three years.

A1 Please see attached the last three Liverpool City Council Food Premises Inspection/Intervention audit reports, all attained a top score of 5. No audit took place in 2022 due to Covid19.

Please note that some personal information has been redacted as this Information is exempted under Section 40: Personal data. Providing this information would likely identify individuals involved.

Food Premises Inspection/Intervention Report
The Food Safety & Hygiene (England) Regulations 2013

Liverpool City Council, Public Protection, Cunard Building, Water Street, Liverpool, L3 1AH
 Tel: 0151 233 3055 Email: environmental.health@liverpool.gov.uk



Liverpool
 City Council

PREMISES: Alder Hey in the Park **INSPECTION DATE:** 19/02/20

LEGAL REQUIREMENTS

Key points discussed during the visit - these are actions/works that must be taken to comply with the law and to improve your compliance and food hygiene rating

1. FOOD HYGIENE & SAFETY (How hygienically the food is being handled - storage, defrosting, preparation cooking /reheating, cooling and display Measures taken to prevent food being contaminated and ensure safe temperature control. Cleaning & disinfection practices & staff food hygiene training and awareness)	Timescale for Completion	Contravention (See legislation table)	Your Scores for Compliance
Ensure despatch dates & use by dates are filled in on items which were produced in the main ongoing. 17/8/2002 Kitchener	Immediate 6		0 5 10 15 20 25 Best score is 0, the poorest score is 25
2. STRUCTURAL REQUIREMENTS (The condition of the structure of the premises/food rooms including cleanliness, maintenance, layout, lighting, ventilation, equipment, washing facilities, pest control and waste control)	Timescale for Completion	Contravention (See legislation table)	Your Scores for Compliance
Replace worn chopping boards as necessary			0 5 10 15 20 25 Best score is 0, the poorest score is 25
3. CONFIDENCE IN MANAGEMENT / CONTROLS (How well you manage & control food safety, attitude of management, previous compliance history and what documents and records you keep to demonstrate that you are managing food safety risks and following safe procedures, implementation of a documented food safety management system e.g. Safer Food Better Business for caterers SFBB)	Timescale for Completion	Contravention (See legislation table)	Your Scores for Compliance
Review blast chilling times in monitor docs against your HACCP. Quality cereal types on allergen & nuts, if applicable.	Immediate & Ongoing	Article 5. Matrix FIR.	0 5 10 20 30 Best score is 0, the poorest score is 30

RECOMMENDATIONS - The following matters are NOT contraventions of the Law. They are, however, recognised examples of good practices and will support your duty to manage food safety.

Rentokill Pest Reports relating to the catering Department should be kept on site. Plastic aprons (allergen) & Provide electronic copy of your Food Safety Management

The Food Hygiene Rating awarded during this visit is (*circle): 4 (HACCP).

FOOD HYGIENE RATING 0 1 2 3 4 5 URGENT IMPROVEMENT NECESSARY	FOOD HYGIENE RATING 0 1 2 3 4 5 MAJOR IMPROVEMENT NECESSARY	FOOD HYGIENE RATING 0 1 2 3 4 5 IMPROVEMENT NECESSARY	FOOD HYGIENE RATING 0 1 2 3 4 5 GENERALLY SATISFACTORY	FOOD HYGIENE RATING 0 1 2 3 4 5 GOOD	FOOD HYGIENE RATING 0 1 2 3 4 5 VERY GOOD
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(Re-visit requests, appeals and right to reply procedures are detailed overleaf)

Your Food Hygiene Rating is to be considered and will be awarded in a letter to follow

FOOD HYGIENE RATING

The National Food Hygiene Rating Scheme provides consumers with information about hygiene standards in food premises at the time they are inspected by Local Authority Food Safety Officers. The purpose of the scheme is to allow consumers to make informed choices about the places where they eat out or shop for food, thereby encouraging businesses to improve their hygiene standards

HOW YOUR RATING IS CALCULATED

During inspection, the food safety officer will check how well you are meeting legal requirements by assessing three compliance areas:

- **How hygienically food is being handled** – how it is prepared, cooked, re-heated, cooled, stored & protected from contamination
- **The condition of the structure of the premises & buildings** – the cleanliness, repair, layout, lighting, ventilation and other facilities
- **How you manage and control the above areas and document what you do to make sure food is safe-** i.e. Putting in place and implementing a documented food safety management system like 'Safer food, Better Business Pack', 'Cook-safe', 'Safe Catering' or similar system.

Criteria	Score					
	(Excellent)	5	10	15	20	(Poor)
1. How hygienically the food is being handled/stored	0	5	10	15	20	25
2. Condition of structure	0	5	10	15	20	25
3. How you manage and document food safety	0	5	10	15	20	30
Total score	0	→				80
Level of compliance	High	→				Low

The Food Hygiene Rating given depends on how well you are complying overall, taking into account the food safety criteria above. A numerical value is assigned for each compliance area and food safety officers will refer to guidance to help determine how to score each of these areas consistently and fairly. The combined or 'total score' for overall compliance determines your Hygiene Rating to achieve the top hygiene rating, a business must score no more than 5 in each of the three compliance areas above.

Following inspection and assessment, your business will be given one of the six hygiene ratings from 0-5. The top rating of '5' means that the business was found to have 'very good' hygiene standards overall and is meeting expected standards. The worst rating is '0' and this means poor overall compliance and indicates some serious hygiene issues and urgent improvements necessary.

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

If the top rating is not given, the officer will explain what improvements need to be made and what action you can take to improve your hygiene rating. This is normally detailed in writing on your inspection report under **Legal Requirements/Key Points** or via a letter. You will be informed of your rating at the time of inspection or otherwise in writing, by letter, within 14 days of your initial inspection. Ratings are published on the Food Standards Agency's website at www.food.gov.uk/ratings within 21 days of your rating notification.

FOOD HYGIENE RATING SCHEME- SAFEGUARDS FOR FOOD BUSINESSES

Request a Revisit: 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 achieving a higher food hygiene rating. **There is however a charge** to cover the cost of carrying out the re-visit for re-rating purposes. The Charge is **£200.00** for each re-visit carried out at your request. There is no limit to the number of re-visits you may request. However to avoid paying for multiple revisits you should ensure you have addressed all issues before you submit a request. All requests must be made in writing and you must provide details of the improvements you have made to address the contraventions highlighted during your initial inspection, together with supporting evidence where appropriate.

Request for a Revisit Forms and further information about business safeguards including **Appeals & Right-To-Reply** can be obtained from FSA Website at <https://www.food.gov.uk/business-guidance/food-hygiene-ratings-for-businesses>

Please return completed form via post or email along with payment to **Public Protection, Cunard Building, Water Street , Liverpool L3 1AH** Email :environmental.health@liverpool.gov.uk

Payment Link : <https://www.civicaepay.co.uk/LiverpoolEstore/estore/default/Catalog/Index?newSearch=False>
(Choose *Environmental Health* category option from the drop down menu and *Food Hygiene Rating Scheme -Site Visit/Inspection*)

Re-visits will be carried out within three months of receipt of your application and payment.

Please ensure you contact the inspecting officer in the first instance to try and resolve any issues and explain how your rating was worked out. If you are still not happy with your rating , you can appeal the decision in writing, giving detailed reasons, to the Lead Officer for Food : **Andrea Johnson, Operations Manager, Public Protection, Cunard Building, Water Street , Liverpool L3 1AH**

HOW TO IMPROVE YOUR HYGIENE RATING AND OVERALL COMPLIANCE

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, including new staff, continue to comply fully with all aspects of food hygiene law.

Further guidance material to assist you in complying can be accessed via the Food Standards Agency website at: <https://www.food.gov.uk/business-industry/food-hygiene>

Food Premises Inspection/Intervention Report (Issue 2)
The Food Safety and Hygiene (England) Regulations 2013



Liverpool
City Council

Date of Inspection 19/02/2020 Time of Inspection 9:30 am/pm Inspecting Officer(s) Initials: [Redacted]

Trading Name & Address of Food Business: Alder Hey in the Park
East Prescott Road, L12 2AP

Business Tel Number: [Redacted] mail: _____

Trading Hours/Days: _____

Name of Food Business Operator: Alder Hey NHS Foundation FBO Contact No: _____

Registered Office /Home Address of FBO: Trust, East Prescott Road,
Liverpool, L12 2AP

Person(s) Seen/Interviewed and Position(s): [Redacted] Head Chef

Business Type: Restaurant / Cafe / Takeaway / Pub/ Retail / Warehouse / Mobile Unit / Home Caterer / Caring establishment / Other (specify): Hospital kitchens catering for 100 children

Primary Authority Partnership Agreement in place :Y /N + staff + visitors

Intervention Type: (Please circle below) Approx 600

OFFICIAL CONTROLS: Initial Inspection (New business) / Programmed inspection/Audit / Partial Insp/Audit / FH Enforcement Revisit / Verification visit/ Monitoring Visit / Surveillance visit/ Formal Sampling (lab)

OTHER INSTRUCTIONS: Education / Advice given / Coaching/ Information & Intelligence Gathering / Informal Sampling

REASON FOR INTERVENTION: New Unrated Business/ Programmed Inspection / Complaint / FHRS Rescore visit / Other:

AREAS INSPECTED/AUDITED: Kitchens 91

DOCS/RECORDS EXAMINED: SFBB Pack In-house FSMS Monitoring records Pest Control Reports

Allergen Information Supplier Invoices Waste Contract Training Records Other

SAMPLES TAKEN Yes/No (specify)

FOOD LAW UNDER WHICH INTERVENTION IS CONDUCTED: EC 852/2004 / EC 853/2004 / EC 178/2002 (*delete)

Other: _____

FURTHER ACTION(S) TO BE TAKEN BY LIVERPOOL CITY COUNCIL FOLLOWING VISIT:

- Verbal advice provided
- Handwritten inspection report left
- Insp Report/ Letter to follow
- Revisit intended
- Hygiene improvement notice
- Hygiene emergency prohibition notice
- Voluntary closure
- Sampling
- Detention/seizure
- Remedial action notice
- FHRs Sticker provided

I acknowledge receipt of this report (Food Business Operator or representative of the business)

(NAME IN CAPITALS)	SIGNED BY:	POSITION:
[Redacted]	[Redacted]	HEAD CHEF

Officers Name: [Redacted] Officers Signature: [Redacted]

Designation of Inspection Officer: Environmental Health Officer Tel Number: 0151 233 3055

Email: environmental.health@liverpool.gov.uk

Contact details of Senior Officer in case of dispute: Andrea Johnson, Operations Manager - Public Protection
Liverpool City Council, Public Protection, Cunard Building, Water Street, Liverpool, L3 1AH.

Details of how your premises has been rated and the actions you need to undertake to comply with food hygiene law and how to improve your overall rating are explained further on the next page. You should examine this report closely to see exactly where improvements to compliance can be made within each of the three scoring elements used to determine your overall FHRs compliance rating (Hygiene, Structure and Management)

Food Safety Guidance, Advice & Resources

Food Premises Registration

Register your business on line at: <http://liverpool.gov.uk/business/environmental-health/food-hygiene-and-safety/register-a-food-business/> or Contact us on 0151 233- 3055 or email environmental.health@liverpool.gov.uk and request a form to be sent out or emailed to you.

Safer Food Better Business Pack (Caterers/Retailers/Childminders)

All food businesses are required by law to identify food risks relevant to their business, put in place and maintain permanent food safety management procedures and keep up to date documents and records on site to show how you are routinely controlling and monitoring food risks within your business. This is referred to as a Food Safety Management System (FSMS)

The Food Standards Agency has produced a simplified management system which is designed for use by caterers called **Safer Food Better Business**. This pack covers everything associated with running a catering business safely. It is expected that you have this pack or a similar documented system in place.

- i. Visit <https://www.food.gov.uk/business-industry/sfbb>
- ii. Download and print off a copy of the Safer Food Better Business for Caterers pack and diary pages from the website
- iii. Ensure that you and your staff understand how the Safer Food Better Business system by reading through all sections.
- iv. Complete the Safe Methods and Management sections of the Safer Food Better Business pack and tailor to your particular business activities providing details of your suppliers, contacts and cleaning schedule
- v. Train staff members on how to use the pack and what safe methods should be followed in your business. This training should be recorded in the training pages of the pack.
- vi. Implement and follow the documented safe methods in practice
- vii. Carryout appropriate monitoring to verify that your safe methods and food safety controls are being implemented and are working effectively
- viii. Keep a record of your daily opening and closing checks in the SFBB diary and record any problems that have occurred and corrective actions undertaken
- ix. Review safe methods regularly and especially if your systems change and keep record keeping up to date.

Staff Training

You must ensure that any persons engaged in handling foods in your food business has received adequate instruction and training in food hygiene awareness to a level appropriate to their particular work activity. It is important that you are able to provide inspecting Officers with evidence that you and your food handling staff have received adequate food hygiene instruction and/or training. This requires staff to be aware of the safe practices to follow in relation to your management system & procedures including *correct cooking, cooling and defrosting, relevant critical temperature controls, effective cleaning & disinfection; contamination prevention, pest control, personal hygiene/hand washing and allergen awareness*. A copy of food safety hygiene training certificates or up to date records of training for you and your staff members should be kept and made available on site. Numerous Food Safety Level 2 ELearning training courses are available online. Alternatively, search online for local training providers.

Control of Cross-Contamination - FSA Guidance on E. coli O157

Food legislation requires that food must be protected from risk of contamination during all stages of food handling. The above guidance was produced for food businesses to clarify the steps that they need to take to control the risk of food becoming contaminated. It was developed in response to the serious outbreaks of *E.coli* O157 in Scotland in 1996 and Wales in 2005, which were attributed to cross-contamination arising from poor handling of food. Although *E.coli* is the key focus of this guidance, the measures outlined will also help in the control of other bacteria, such as campylobacter and salmonella.

Key measures highlighted in the guidance to control *E.coli* are:

- Identification of separate work areas, surfaces and equipment for raw and ready-to-eat food.
- Use of separate complex equipment, such as vacuum-packing machines, for raw and ready-to-eat food.
- Correct hand washing technique to prevent cross contamination,
- Disinfectants and sanitisers must meet officially recognised standards and to be used in accordance with manufacturer instructions or a 5-minute contact time applied in the absence of manufacturer's instructions.

The full guidance can be found at the link: www.food.gov.uk/business-industry/guidancenotes/hygguid/ecoliguide

Allergen Information

The law lists 14 known allergens that need to be identified to customers if they are used as ingredients in any dish - **Celery, Cereals containing Gluten, Crustaceans, Eggs, Fish, Lupin, Molluscs, mustard, Nuts, Peanuts, Sesame seeds, Soya and Sulphur Dioxide**

As a food business serving unwrapped foods it is your responsibility to check labelling and know exactly which of the above allergenic ingredients are present in the food that you make and ensure that you are able to provide this information to customers upon request. You will need to decide your procedures and methods for keeping allergen information and communicating allergen information effectively to your customers.

Information on identified allergens can then be declared either on your menu, or kept in a separate folder or spread sheet, and made available to customers on request. You will also need to display notice signposting customers to where they can obtain information on allergens. For example, "**For information on Allergens, please ask a member of staff before ordering**" Staff should also be trained in handling allergy information requests. Further guidance on how to comply can be found at: www.food.gov.uk/allergy and free online training regarding allergens is available at <http://allergytraining.food.gov.uk>

Use by Dates on Pre-Packed Foods Freezing Guidance.

(Article 14 of Regulation (E.C) 178/2002 and Article 24 (1) of Regulation (E.C) No 1169/2011).

It is against the law to offer for sale any food that has an expired the manufacturers **Use by Date**. This includes food with a use by date that has been subsequently frozen down after purchase

Further business advice on running a food business, labelling requirements etc can be found on the FSA website at <https://www.food.gov.uk/business-guidance>

Food Premises Inspection/Intervention Report (Issue 2)
The Food Safety and Hygiene (England) Regulations 2013



Liverpool
City Council

Date of Inspection 15/09/2021 Time of Inspection 11:00 am/pm Inspecting Officer(s) Initials: [REDACTED]

Trading Name & Address of Food Business: ALDER HEY IN THE PARK
EAST PRESLOT ROAD L14

Business Tel Number: [REDACTED] Email: _____

Trading Hours/Days: _____

Name of Food Business Operator: ALDER HEY NURS FOUND- FBO Contact No: _____

Registered Office /Home Address of FBO: SATON TRUST

Person(s) Seen/Interviewed and Position(s): [REDACTED] CATERING
MANAGER

Business Type: Restaurant / Cafe / Takeaway / Pub/ Retail / Warehouse / Mobile Unit / Home Caterer / Caring establishment / Other (specify): HOSPITAL KITCHEN

Primary Authority Partnership Agreement in place :Y /N (Y)

Intervention Type: (Please circle below)

OFFICIAL CONTROLS: Initial Inspection (New business) / Programmed inspection/Audit / Partial Insp/Audit / FH Enforcement Revisit / Verification visit/ Monitoring Visit / Surveillance visit/ Formal Sampling (lab)

OTHER INSTRUCTIONS: Education / Advice given / Coaching/ Information & Intelligence Gathering / Informal Sampling

REASON FOR INTERVENTION: New Unrated Business/ Programmed Inspection / Complaint / FHRS Rescore visit / Other:

AREAS INSPECTED/AUDITED: MAIN KITCHEN

DOCS/RECORDS EXAMINED: SFBB Pack In-house FSMS Monitoring records Pest Control Reports

Allergen Information Supplier Invoices Waste Contract Training Records Other

SAMPLES TAKEN Yes/No (specify)

FOOD LAW UNDER WHICH INTERVENTION IS CONDUCTED: EC 852/2004 / EC 853/2004 / EC 178/2002 (*delete)

Other: _____

FURTHER ACTION(S) TO BE TAKEN BY LIVERPOOL CITY COUNCIL FOLLOWING VISIT:

- Verbal advice provided
- Handwritten inspection report left
- Insp Report/ Letter to follow
- Revisit intended
- Hygiene improvement notice
- Hygiene emergency prohibition notice
- Voluntary closure
- Sampling
- Detention/seizure
- Remedial action notice
- FHRs Sticker provided

I acknowledge receipt of this report (Food Business Operator or representative of the business)

(NAME IN CAPTIALS)	SIGNED BY: <u>[Signature]</u>	POSITION: <u>CATERING MANAGER</u>
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Officers Name: [REDACTED] Officers Signature: [REDACTED]
Designation of Inspection Officer: Environmental Health Officer Tel Number: 0151 233 3055
Email: environmental.health@liverpool.gov.uk

Contact details of Senior Officer in case of dispute: Andrea Johnson, Operations Manager - Public Protection
Liverpool City Council, Public Protection, Cunard Building, Water Street, Liverpool, L3 1AH.

Details of how your premises has been rated and the actions you need to undertake to comply with food hygiene law and how to improve your overall rating are explained further on the next page. You should examine this report closely to see exactly where improvements to compliance can be made within each of the three scoring elements used to determine your overall FHRs compliance rating (Hygiene, Structure and Management)



Food Premises Registration

Register your business on line at: <http://liverpool.gov.uk/business/environmental-health/food-hygiene-and-safety/register-a-food-business/> or Contact us on 0151 233- 3055 or email environmental.health@liverpool.gov.uk and request a form to be sent out or emailed to you.

Safer Food Better Business Pack (Caterers/Retailers/Childminders)

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- vi. Implement and follow the documented safe methods in practice
- vii. Carryout appropriate monitoring to verify that your safe methods and food safety controls are being implemented and are working effectively
- viii. Keep a record of your daily opening and closing checks in the SFBB diary and record any problems that have occurred and corrective actions undertaken
- ix. Review safe methods regularly and especially if your systems change and keep record keeping up to date.

Staff Training

You must ensure that any persons engaged in handling foods in your food business has received adequate instruction and training in food hygiene awareness to a level appropriate to their particular work activity. It is important that you are able to provide inspecting Officers with evidence that you and your food handling staff have received adequate food hygiene instruction and/or training. This requires staff to be aware of the safe practices to follow in relation to your management system & procedures including *correct cooking, cooling and defrosting, relevant critical temperature controls, effective cleaning & disinfection; contamination prevention, pest control, personal hygiene/hand washing and allergen awareness*. A copy of food safety hygiene training certificates or up to date records of training for you and your staff members should be kept and made available on site. Numerous Food Safety Level 2 ELearning training courses are available online. Alternatively, search online for local training providers.

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Liverpool City Council, Public Protection, Cunard Building, Water Street, Liverpool, L3 1AH
 Tel: 0151 233 3055 Email: environmental.health@liverpool.gov.uk



Liverpool
City Council

PREMISES: ALDER HEY IN THE PARK **INSPECTION DATE:** 15 / 04 / 21

LEGAL REQUIREMENTS Key points discussed during the visit - these are actions/works that must be taken to comply with the law and to improve your compliance and food hygiene rating			
1. FOOD HYGIENE & SAFETY (How hygienically the food is being handled -storage, defrosting, preparation cooking /reheating, cooling and display Measures taken to prevent food being contaminated and ensure safe temperature control. Cleaning & disinfection practices & staff food hygiene training and awareness)	Timescale for Completion	Contravention (See legislation table)	Your Scores for Compliance
Ensure RTE sandwiches are stored @ 4°C max. Evidence chilled temps in clinical areas.			0 5 10 15 20 25 Best score is 0, the poorest score is 25
2. STRUCTURAL REQUIREMENTS (The condition of the structure of the premises/food rooms including cleanliness, maintenance, layout, lighting, ventilation, equipment, washing facilities, pest control and waste control)	Timescale for Completion	Contravention (See legislation table)	Your Scores for Compliance
			0 5 10 15 20 25 Best score is 0, the poorest score is 25
3. CONFIDENCE IN MANAGEMENT / CONTROLS (How well you manage & control food safety, attitude of management, previous compliance history and what documents and records you keep to demonstrate that you are managing food safety risks and following safe procedures, implementation of a documented food safety management system e.g. Safer Food Better Business for caterers SFBB)	Timescale for Completion	Contravention (See legislation table)	Your Scores for Compliance
			0 5 10 20 30 Best score is 0, the poorest score is 30

RECOMMENDATIONS - The following matters are NOT contraventions of the Law. They are, however, recognised examples of good practices and will support your duty to manage food safety.

Provide revised Blast chilling procedure (copy) when approved by HHS committee (or relevant draft at present).

The Food Hygiene Rating awarded during this visit is (*circle):

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(Re-visit requests, appeals and right to reply procedures are detailed overleaf)

Your Food Hygiene Rating is to be considered and will be awarded in a letter to follow

FOOD HYGIENE RATING

The National Food Hygiene Rating Scheme provides consumers with information about hygiene standards in food premises at the time they are inspected by Local Authority Food Safety Officers. The purpose of the scheme is to allow consumers to make informed choices about the places where they eat out or shop for food, thereby encouraging businesses to improve their hygiene standards

HOW YOUR RATING IS CALCULATED







During inspection, the food safety officer will check how well you are meeting legal requirements by assessing three compliance areas:

- **How hygienically food is being handled** – how it is prepared, cooked, re-heated, cooled, stored & protected from contamination
- **The condition of the structure of the premises & buildings** – the cleanliness, repair, layout, lighting, ventilation and other facilities
- **How you manage and control the above areas and document what you do to make sure food is safe**- i.e. Putting in place and implementing a documented food safety management system like 'Safer food, Better Business Pack', 'Cook-safe', 'Safe Catering' or similar system.

Criteria	(Excellent)	Score				(Poor)
1. How hygienically the food is being handled/stored	0	5	10	15	20	25
2. Condition of structure	0	5	10	15	20	25
3. How you manage and document food safety	0	5	10		20	30
Total score	0	→				80
Level of compliance	High	→				Low

The Food Hygiene Rating given depends on how well you are complying overall, taking into account the food safety criteria above. A numerical value is assigned for each compliance area and food safety officers will refer to guidance to help determine how to score each of these areas consistently and fairly. The combined or 'total score' for overall compliance determines your Hygiene Rating to achieve the top hygiene rating, a business must score no more than 5 in each of the three compliance areas above.

Following inspection and assessment, your business will be given one of the six hygiene ratings from 0-5. The top rating of '5' means that the business was found to have 'very good' hygiene standards overall and is meeting expected standards. The worst rating is '0' and this means poor overall compliance and indicates some serious hygiene issues and urgent improvements necessary.

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

If the top rating is not given, the officer will explain what improvements need to be made and what action you can take to improve your hygiene rating. This is normally detailed in writing on your inspection report under **Legal Requirements/Key Points** or via a letter. You will be informed of your rating at the time of inspection or otherwise in writing, by letter, within 14 days of your initial inspection. Ratings are published on the Food Standards Agency's website at www.food.gov.uk/ratings within 21 days of your rating notification.

FOOD HYGIENE RATING SCHEME- SAFEGUARDS FOR FOOD BUSINESSES

Request a Revisit: 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 achieving a higher food hygiene rating. **There is however a charge** to cover the cost of carrying out the re-visit for re-rating purposes. The Charge is **£200.00** for each re-visit carried out at your request. There is no limit to the number of re-visits you may request. However to avoid paying for multiple revisits you should ensure you have addressed all issues before you submit a request. All requests must be made in writing and you must provide details of the improvements you have made to address the contraventions highlighted during your initial inspection, together with supporting evidence where appropriate.

Request for a Revisit Forms and further information about business safeguards including **Appeals & Right-To-Reply** can be obtained from FSA Website at <https://www.food.gov.uk/business-guidance/food-hygiene-ratings-for-businesses>

Please return completed form via post or email along with payment to **Public Protection, Cunard Building, Water Street , Liverpool L3 1AH** Email :environmental.health@liverpool.gov.uk

Payment Link : <https://www.civicaepay.co.uk/LiverpoolEstore/estore/default/Catalog/Index?newSearch=False>
(Choose *Environmental Health* category option from the drop down menu and *Food Hygiene Rating Scheme -Site Visit/Inspection*)

Re-visits will be carried out within three months of receipt of your application and payment.

Please ensure you contact the inspecting officer in the first instance to try and resolve any issues and explain how your rating was worked out. If you are still not happy with your rating , you can appeal the decision in writing, giving detailed reasons, to the Lead Officer for Food : **Andrea Johnson, Operations Manager, Public Protection, Cunard Building, Water Street , Liverpool L3 1AH**

HOW TO IMPROVE YOUR HYGIENE RATING AND OVERALL COMPLIANCE

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, including new staff, continue to comply fully with all aspects of food hygiene law.

Further guidance material to assist you in complying can be accessed via the Food Standards Agency website at: <https://www.food.gov.uk/business-industry/food-hygiene>

Food Premises Inspection/Intervention Report
The Food Safety and Hygiene (England) Regulations 2013
 (v.2023_2)



Liverpool
City Council

Date of Inspection 15 / 11 / 2023 Time of Inspection 12:05 am/pm Inspecting Officer(s) Initials [REDACTED]
 Trading Name & Address of Food Business: ALDER HEY IN THE PARK
EAST PRESWOT ROAD, LIVERPOOL, L14 5AB
 Business Tel. No: 0151 228 4811 Email: [REDACTED]
 Name of Food Business Operator: [REDACTED]
 Registered Office/Home Address of FBO: ALDER HEY NHS FOUNDATION TRUST
 FBO Tel. No: [REDACTED]
 Person(s) Seen/Interviewed and Position(s): [REDACTED] CATERING MGR

Trading Hours/Days: 24 / 7

Business Type: Restaurant / Cafe / Takeaway / Pub / Bar / Retail / Warehouse / Mobile Unit / Home Caterer / Caring
 Establishment / Hotel / Staff Canteen / Small Manufacturer / Other (specify): CHILDREN'S HOSPITAL

Primary Authority Partnership Agreement in place: Y(N)

Intervention Type: (circle)

Official Controls: Initial Inspection (New business) Programmed inspection / Audit / Partial Insp/Audit /
 FH Enforcement Revisit / Verification visit / Monitoring Visit / Surveillance visit / Formal Sampling (lab)

Other Instructions: Education / Advice given / Coaching / Information & Intelligence Gathering / Informal Sampling (circle)

Reason For Intervention: New Unrated Business / Programmed Inspection / Complaint / FHRS Re-visit Request /
 Compliance Re-visit / Other: _____

Key Areas Inspected/Audited: Main Kitchen Food Storage Areas Other: _____
WARD KITCHENS

Docs/Records Examined: SFBB Pack In-house FSMS/HACCP Monitoring records Pest Control Reports
 Allergen Information Supplier Invoices Waste Contract Training Records Other: _____

Samples Taken: Yes/No (specify) _____

Food Law Under Which Intervention is Conducted: EC 852/2004 / EC 853/2004 / EC 178/2002 (circle)

Other: _____

FURTHER ACTION(S) TO BE TAKEN BY LIVERPOOL CITY COUNCIL DURING/FOLLOWING VISIT:

- | | | |
|---|---|---|
| <input type="checkbox"/> Verbal advice provided | <input type="checkbox"/> Hygiene Improvement Notice | <input type="checkbox"/> Remedial action notice |
| <input type="checkbox"/> Handwritten inspection report left | <input type="checkbox"/> Hygiene Emergency Prohibition Notice | <input type="checkbox"/> Detention of food |
| <input type="checkbox"/> Report or letter/email to follow | <input type="checkbox"/> Voluntary Closure / Prohibition Notice | <input type="checkbox"/> Seizure of food |
| <input type="checkbox"/> Compliance re-visit required | <input type="checkbox"/> PACE caution given | <input type="checkbox"/> Food voluntary
surrendered/disclosed of |
| <input type="checkbox"/> FHRS rating sticker provided | <input type="checkbox"/> Sampling | |

I acknowledge receipt of this report (Food Business Operator or representative of the business)

NAME IN CAPTIALS: [REDACTED]

SIGNATURE: [REDACTED]

POSITION:

CATERING MANAGER

Officers Name: [REDACTED]

Officers Signature: [REDACTED]

Designation of Inspection Officer: Environmental Health Officer

Tel Number: 0151 233 3055 Email: environmental.health@liverpool.gov.uk Web: www.liverpool.gov.uk

Contact details of Senior Officer in case of dispute: Andrea Johnson, Operations Manager - Public Protection

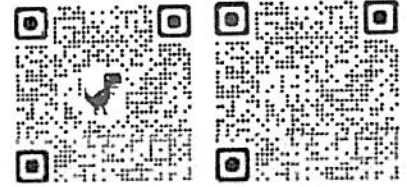
Liverpool City Council, Public Protection, Cunard Building, Water Street, Liverpool, L3 1AH.

Details of how your premises has been rated and the actions you need to undertake to comply with food hygiene law and how to improve your overall rating are explained further on the next page. You should examine this report closely to see exactly where improvements to compliance can be made within each of the three scoring elements used to determine your overall FHRS compliance rating (Hygiene, Structure and Management)

FOOD SAFETY GUIDANCE, ADVICE & RESOURCES

Food Business Registration

When you start a new food business or take over an existing business, you must register with Liverpool City Council. This includes any changes to trading names, addresses, ownership/food business operator details (i.e. sole trader, partnership or Ltd company). You must also notify Liverpool City Council of any changes to the nature/type of food business you are operating. You can register your food business online at <https://register.food.gov.uk/new> via the food registration QR codes opposite using the camera function on most modern mobile phones.



Safer Food Better Business Pack (Caterers/Retailers/Childminders)

All food businesses are required by law to identify food risks relevant to their business, put in place and maintain permanent food safety management procedures and keep up to date documents and records on site to show how you are routinely controlling and monitoring food risks within your business. This is referred to as a Food Safety Management System (FSMS)

The Food Standards Agency (FSA) has produced a simplified management system designed for use by caterers called **Safer Food Better Business (SFBB)**. This pack covers everything associated with running a catering business safely. It is expected that you have this pack or a similar documented system in place.

- i. Visit <https://www.food.gov.uk/business-industry/sfbb>
- ii. Download and print off a FREE copy of the SFBB pack for Caterers pack and diary pages from the FSA website, or alternatively ready printed and bound packs can be purchased from online sellers (including Amazon and Ebay sellers)
- iii. Ensure that you and your staff understand how the SFBB system by reading through all sections.
- iv. Complete the **Safe Methods** and **Management** sections of the SFBB pack and tailor to your particular business activities providing details of your suppliers, contacts and cleaning schedule
- v. Train staff members on how to use the pack and what safe methods should be followed in your business. This training should be recorded in the training pages of the pack.
- vi. Implement and follow the documented safe methods into daily practice
- vii. Carryout appropriate monitoring checks to verify that your safe methods and food safety controls are being properly implemented and working effectively
- viii. Keep a record of your daily opening and closing checks in the SFBB diary and record any problems that have occurred, and corrective actions undertaken
- ix. Review safe methods regularly and especially if your systems change and keep record keeping up to date.

Staff Training

You must ensure that any persons engaged in handling foods in your food business have received adequate supervision and instruction and/or training in food hygiene awareness to a level appropriate to their particular work activity. It is important that you are able to provide inspecting Officers with evidence that you and your food handling staff have received adequate food hygiene instruction and/or training. This requires staff to be aware of the safe practices to follow in relation to your management system & procedures including *correct cooking, cooling and defrosting, relevant critical temperature controls, effective cleaning & disinfection; contamination prevention, pest control, personal hygiene/hand washing and allergen awareness*. A copy of food safety hygiene training certificates or up to date records of training for you and your staff members should be kept and made available on site. Numerous Food Safety Level 2 E-Learning training courses are available online. Alternatively, search online for local training providers.

Control of Cross-Contamination - FSA Guidance on *E. coli* O157

Food legislation requires that food must be protected from risk of contamination during **all** stages of food handling. Although *E. coli* is the key focus of this guidance, the measures outlined will also help in the control of other bacteria, such as campylobacter and salmonella.

Key measures highlighted in the guidance to control *E. coli* are:

- Identification of separate work areas, surfaces and equipment for raw and ready-to-eat food.
- Use of separate complex equipment, such as vacuum-packing machines, for raw and ready-to-eat food.
- Correct hand washing technique to prevent cross contamination,
- Disinfectants and sanitisers must meet officially recognised standards and to be used in accordance with manufacturer instructions or a 5-minute contact time applied in the absence of manufacturer's instructions.

The full guidance can be found at the link: www.food.gov.uk/business-industry/guidancenotes/hyrguid/ecoliquide

Allergen Information

The law lists 14 known allergens that need to be identified to customers if they are used as ingredients in any dish - **Celery, Cereals containing Gluten, Crustaceans, Eggs, Fish, Lupin, Molluscs, mustard, Nuts, Peanuts, Sesame seeds, Soya and Sulphur Dioxide**

As a food business serving unwrapped foods it is your responsibility to check labelling and know exactly which of the above allergenic ingredients are present in the food that you make and ensure that you are able to provide this information to customers upon request. You will need to decide your procedures and methods for keeping allergen information and communicating allergen information effectively to your customers.

Information on identified allergens can then be declared either on your menu, or kept in a separate folder or spread sheet, and made available to customers on request. You will also need to display notice signposting customers to where they can obtain information on allergens. For example, **"For information on Allergens, please ask a member of staff before ordering"** Staff should also be trained in handling allergy information requests. Further guidance on how to comply can be found at: www.food.gov.uk/allergy and free online training regarding allergens is available at <http://allergytraining.food.gov.uk>

Use by Dates on Pre-Packed Foods Freezing Guidance.

(Article 14 of Regulation (E.C) 178/2002 and Article 24 (1) of Regulation (E.C) No 1169/2011).

It is against the law to offer for sale any food that has an expired the manufacturers **Use by Date**. This includes food with a use by date that has been subsequently frozen down after purchase.

Further business advice on running a food business, labelling requirements etc can be found on the FSA website at <https://www.food.gov.uk/business-guidance>

Food Premises Inspection/Intervention Report
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Liverpool City Council, Public Protection, Cunard Building, Water Street, Liverpool, L3 1AH
 Tel: 0151 233 3055 Email: environmental.health@liverpool.gov.uk



Liverpool
City Council

PREMISES: ALDER HEY IN THE PARK

INSPECTION DATE: 15/11/23

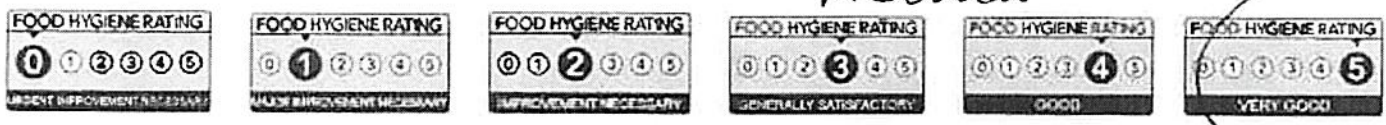
LEGAL REQUIREMENTS - Key points discussed during the visit - these are actions/works that must be taken to comply with the law and to improve your compliance and food hygiene rating

1. FOOD HYGIENE & SAFETY (How hygienically the food is being handled - storage, defrosting, preparation cooking /reheating, cooling and display Measures taken to prevent food being contaminated and ensure safe temperature control. Cleaning & disinfection practices & staff food hygiene training and awareness)	Timescale for Completion	Contravention (See legislation table)	Your Scores for Compliance
No issues			0 5 10 15 20 25 Best score is 0, the poorest score is 25
2. STRUCTURAL REQUIREMENTS (The condition of the structure of the premises/food rooms including cleanliness, maintenance, layout, lighting, ventilation, equipment, washing facilities, pest control and waste control)	Timescale for Completion	Contravention (See legislation table)	Your Scores for Compliance
No issues			0 5 10 15 20 25 Best score is 0, the poorest score is 25
3. CONFIDENCE IN MANAGEMENT / CONTROLS (How well you manage & control food safety, attitude of management, previous compliance history and what documents and records you keep demonstrating that you are managing food safety risks and following safe procedures, implementation of a documented food safety management system e.g. Safer Food Better Business for caterers pack SFBB)	Timescale for Completion	Contravention (See legislation table)	Your Scores for Compliance
No issues.			0 5 10 20 30 Best score is 0, the poorest score is 30

RECOMMENDATIONS - The following matters are NOT contraventions of the Law. They are, however, recognised examples of good practices and will support your duty to manage food safety.

I acknowledge records of frozen on site foods, have a loose page in the crates - recommend labelling on each product. Ensure any high risk product is

The Food Hygiene Rating awarded during this visit is (*circle): labelled.



Re-visit requests, appeals and right to reply procedures are detailed overleaf

Your Food Hygiene Rating is to be considered and will be awarded in a letter/email to follow:

FOOD HYGIENE RATING

The National Food Hygiene Rating Scheme provides consumers with information about hygiene standards in food premises at the time they are inspected by Local Authority Food Safety Officers. The purpose of the scheme is to allow consumers to make informed choices about the places where they eat out or shop for food, thereby encouraging businesses to improve their hygiene standards

HOW YOUR RATING IS CALCULATED

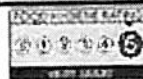

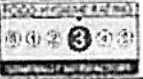
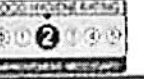
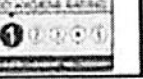
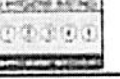
During inspection, the food safety officer will check how well you are meeting legal requirements by assessing three compliance areas:

- **How hygienically food is being handled** – how it is prepared, cooked, re-heated, cooled, stored & protected from contamination
- **The condition of the structure of the premises & buildings** – the cleanliness, repair, layout, lighting, ventilation and other facilities
- **How you manage and control the above areas and document what you do to make sure food is safe**- i.e. Putting in place and implementing a documented food safety management system like 'Safer food, Better Business Pack', 'Cook-safe', 'Safe Catering' or similar system.

Criteria	Score					(Poor)	
	(Excellent)						
1. How hygienically the food is being handled/stored	0	5	10	15	20	25	
2. Condition of structure	0	5	10	15	20	25	
3. How you manage and document food safety	0	5	10	20	30		
Total score	0	→				80	
Level of compliance	High	→				Low	

The Food Hygiene Rating given depends on how well you are complying overall, taking into account the food safety criteria above. A numerical value is assigned for each compliance area and food safety officers will refer to guidance to help determine how to score each of these areas consistently and fairly. The combined or 'total score' for overall compliance determines your Hygiene Rating to achieve the top hygiene rating, a business must score no more than 5 in each of the three compliance areas above.

Following inspection and assessment, your business will be given one of the six hygiene ratings from 0-5. The top rating of '5' means that the business was found to have 'very good' hygiene standards overall and is meeting expected standards. The worst rating is '0' and this means poor overall compliance and indicates some serious hygiene issues and urgent improvements necessary.

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

If the top rating is not given, the officer will explain what improvements need to be made and what action you can take to improve your hygiene rating. This is normally detailed in writing on your inspection report under **Legal Requirements/Key Points** or via a letter. You will be informed of your rating at the time of inspection or otherwise in writing, by letter, within 14 days of your initial inspection. Ratings are published on the Food Standards Agency's website at www.food.gov.uk/ratings within 21 days of your rating notification.

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You can submit a Revisit Request (and pay online), Appeal and Right-To-Reply by visiting: <https://liverpool.gov.uk/food-hygiene-rating-form/>

Further information about business safeguards can also be obtained from the FSA Website at: <https://www.food.gov.uk/business-guidance/food-hygiene-ratings-for-businesses>

Re-visits will be carried out within **three months** from the date of receipt of your revisit application and payment.

Please ensure you contact the inspecting officer in the first instance to try and resolve any issues and explain how your rating was worked out. If you are still not happy with your rating, you can appeal the decision in writing, giving detailed reasons, to the Lead Officer for Food: **Andrea Johnson, Operations Manager, Public Protection, Cunard Building, Water Street, Liverpool, L3 1AH**

HOW TO IMPROVE YOUR HYGIENE RATING AND OVERALL COMPLIANCE

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

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