

29 August 2024



**WOKINGHAM  
BOROUGH COUNCIL**

Mr K Mursaloglu  
Winnersh Catering Limited

**Enforcement & Safety Service**

Wokingham Borough Council

Shute End

Wokingham

Berkshire

RG40 1BN

**Our Ref: 031752**

**Tel: 01189 746000**

**e-mail: [environmental.health@wokingham.gov.uk](mailto:environmental.health@wokingham.gov.uk)**

Dear Mr Mursaloglu

**FOOD PREMISES VISITED: BBQ King Street Record, King Street Lane, Winnersh  
FOOD HYGIENE VISIT TYPE: FULL INSPECTION**

Following my visit on 29 August 2024, to the above-mentioned premises, and subsequent discussions with [REDACTED], Team Member, please find enclosed a report detailing the various matters discussed. This report also includes the confirmation of your score under the Food Hygiene Rating Scheme (FHRS).

Your next formal inspection is due in 12 months; however, I will be revisiting before that time to check on the matters detailed in the attached report.

If you wish to request a revisit / rescore, this can be done via the Council website - [Food hygiene inspections \(wokingham.gov.uk\)](https://www.wokingham.gov.uk/food-hygiene-inspections).

Food Hygiene Rating Scheme Rescore	£138
------------------------------------	------

<https://www.wokingham.gov.uk/business-and-licensing/fees-and-payments/>

If you have any queries, please do not hesitate to contact me on the above number.

Yours sincerely

## ENVIRONMENTAL HEALTH FOOD HYGIENE REPORT

<b>Trading Name:</b> BBQ King	<b>Type of Premises:</b> Kebab Van
<b>Address:</b> King Street Lane, Winnersh, Berkshire	
<b>Food Business Operator:</b> Winnersh Catering LTD	
<b>Persons Seen:</b>	<b>Position in Company:</b> Team Member
<b>Date of Inspection:</b> 29/08/2024	<b>Time of Inspection:</b> 7:12PM
<b>Areas Inspected:</b> Van & surrounding area	<b>Samples Taken:</b> No
<b>Name of Inspectors:</b>	<b>Signature:</b>
<b>Tel Contact No:</b>	<b>e-mail:</b>

### DOCUMENTATION AVAILABLE

	Yes	No		Yes	No
<b>Food Safety Management System</b>	X		<b>Cleaning Schedule</b>	X	
<b>Temperature Logs</b>	X		<b>Pest Control Records</b>		X
<b>Staff Training Records</b>	X		<b>Other</b>	N	A

<b>Having regard to the Council's Enforcement Policy the action we intend to take is:</b>	Yes	No
No Action Required		X
<b>Advise</b> that works be undertaken (see schedule)	X	
<b>Require</b> works to be undertaken (see schedule)	X	
Statutory Notices (specify):		X
Hygiene Emergency Prohibition Notices		X
Detain or Seize Food		X
Prosecution		X

Food safety legislation applicable:

- The Food Safety and Hygiene (England) Regulation 2013
- The General Food Regulations 2004
- Regulation (EC) No 853/2004 on the Hygiene of Foodstuffs
- EC General Food Law Regulation 178/2002
- The Food Safety Act 1990
- Regulation (EC) 853/2004 Products of Animal Origin (Approved Premises only)

<b>Food Hygiene Rating Scheme Score</b>		<b>1</b>
<b>Hygiene - 15</b>	<b>Structure &amp; Cleanliness – 5</b>	<b>Confidence in Management - 20</b>

## Schedule of Works

If there are areas where you are not meeting statutory requirements these are clearly identified in the following schedule and will have a compliance date by which the work must be carried out. These are the areas which have determined your Food Hygiene Rating Scheme score.

The report may also include recommendations. These are not legal requirements, however, implementation of these recommendations should help you in the day-to-day management of your business and show your commitment to food safety. It may even result in less frequent inspections.

### **Non compliance with food hygiene and safety procedures**

#### **1) Any person who keeps any food —**

**(a) which is likely to support the growth of pathogenic micro-organisms or the formation of toxins; and**

**(b) with respect to which any commercial operation is being carried out, at or in food premises at a temperature above 8°C shall be guilty of an offence.**

***The Food Safety and Hygiene (England) Regulations 2013, Regulation 32, Schedule 4 para 2***

During the inspection on 18 June 2024, the air temperature of the upright refrigerator was recorded at 15.8°C. Mr K Mursaloglu explained that the refrigerator was not functioning properly as it had only recently been turned on. He mentioned that the generator is switched off at night and only restarted during trading hours. Despite this, the temperature remained stable during my 1 hour and 15-minute visit. The refrigerator was found to be storing raw chicken, burgers, raw cuts of beef, wraps, burger buns, cheeses, staff rice, and other items.

During the inspection on 29 August 2024, it was observed that the temperature of the upright refrigerator was 12.3°C which does not meet the legal requirement of 8°C or below.

The freezer section was operating at -12.6°C, which is above the required -18°C or lower. Additionally, the open display counter well, used for storing salad items and bottles of sauces, was operating at 18.6°C. This display counter is meant to be at or below 8°C. The labels on the sauces indicate that they should be refrigerated once opened. I was informed that these sauces remain in the display well continuously until used, leading to elevated temperatures when the generator is off outside of trading hours.

According to [REDACTED], who identified himself as the sole employee, the trading hours have been reduced to Sunday–Tuesday from 5 PM to 1 AM and Friday–Saturday from 5 PM to 3 AM. This extended period increases the duration during which the sauces are kept without proper refrigeration.

The food in both the upright refrigerator, open display counter well and freezer was not maintained at the correct temperature. Your fridge must operate at a temperature which will keep high-risk foods at or below 8°C. Your freezer must operate at a temperature of not more than -18°C.

You must either adjust or service the refrigerators and the freezer. If the refrigerators are

not able to hold high-risk foods at or below 8°C, it must be replaced. If the freezer is not able to hold high-risk foods at or below -18°C, it must be replaced.

**Compliance Date: 19 September 2024**

**2) Every person working in a food-handling area is to maintain a high degree of personal cleanliness and is to wear suitable, clean and, where necessary, protective clothing.**

***Regulation (EC) No 852/2004 Annex II Chapter VIII Para. 1***

During the inspection on 18 June 2024, I observed that Mr. [REDACTED] was not properly washing his hands. Instead of using hand soap, he was using washing-up liquid. Additionally, the blue roll left by the sink was contaminated. Mr. [REDACTED] did not remove his gloves and wash his hands after various activities, including using the mop, changing his uniform outside the van, re-entering the kitchen to handle food and complete an order, touching dirty cloths, and using his mobile phone. When I advised him to remove his gloves and wash his hands, he insisted it was unnecessary and proceeded to change his gloves without washing his hands.

During the follow-up inspection on 29 August 2024, it is important to note that [REDACTED] was not present during the previous inspection. Despite having completed a Level 2 Food Safety online course provided by Virtual College, which covers hand washing techniques on 25 June 2024, several issues with hand washing were still identified.

The hand wash basin was found to contain onion trimmings. The basin should be used exclusively for hand washing to minimise the risk of cross-contamination. [REDACTED] was asked to demonstrate his hand washing procedure. He removed the trimmings and disposed of them in the waste bin, touching the bin to push the onions further down. He should have washed his hands after this task. Keeping this in mind, [REDACTED] was observed rinsing his hands with just water from the urn. When questioned, he explained that this was just a demonstration on how I use the urn. Despite being asked to show proper hand washing to confirm compliance, he was unaware that thorough hand washing was required after handling waste. He then used washing-up liquid instead of anti-bacterial liquid hand soap, explaining he had run out of the liquid hand soap, though the food safety management system indicates the use of antibacterial soap meeting BS EN 1499 standards. It was later noted that the hand soap was hidden in the far back corner near the hand wash basin, tucked underneath the boiler; however, the food handler was not aware. After washing his hands, he touched the urn handle again, which had previously been touched with contaminated hands. To prevent cross-contamination, it is recommended to use tissue paper when handling the urn tap after washing hands. [REDACTED] was also observed using antibacterial gel on his still-wet hands and drying them with tissue paper. If antibacterial gel is used, it should be applied after hands are fully dried, not while they are still wet.

The following steps were outlined in my report from the 18 June 2024 inspection regarding proper hand washing and hand drying techniques:

- i) Wetting of hands using hand hot running water prior to applying soap
- ii) Using a prescribed method for hand rubbing, aimed at physically removing contamination from all parts of the hands.
- iii) Hygienic rinsing

iv) Hygienic hand drying.

v) Taps turned off without direct contact with cleaned hands. This can be achieved by use of single-use towels or hands free taps.

It is critical when handling high risk foods that thorough hand washing must take place. A quick hand wash will not ensure clean hands.

**Compliance Date: 5 September 2024**

**Non compliance with structural requirements**

**3) All articles, fittings and equipment with which food comes into contact are to: (c) with the exception of non-returnable containers and packaging, be so constructed, be of such materials and be kept in such good order, repair and condition as to enable them to be kept clean and, where necessary, to be disinfected;**

***Regulation (EC) No 852/2004 Annex II Chapter V Para 1(c)***

The door seal of the upright display fridge and upright fridge/freezer has split and cannot be effectively cleaned. Repair or replace the door seal so that they can be cleaned and where necessary disinfected.

**Compliance Date: 5 October 2024**

**Confidence in management/control procedures issues**

**4) Hazard analysis and critical control points;  
Food business operators shall put in place, implement and maintain a permanent procedure or procedures based on the HACCP principles.**

**The HACCP principles consist of the following:**

**(a) identifying any hazards that must be prevented, eliminated or reduced to acceptable levels;**

**(b) identifying the critical control points at the step or steps at which control is essential to prevent or eliminate a hazard or to reduce it to acceptable levels;**

**(c) establishing critical limits at critical control points which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards;**

**(d) establishing and implementing effective monitoring procedures at critical control points;**

**(e) establishing corrective actions when monitoring indicates that a critical control point is not under control;**

**(f) establishing procedures, which shall be carried out regularly, to verify that the measures outlined in subparagraphs (a) to (e) are working effectively;**

**and**

**(g) establishing documents and records commensurate with the nature and size of the food business to demonstrate the effective application of the measures outlined in subparagraphs (a) to (f).**

**When any modification is made in the product, process, or any step, food business operators shall review the procedure and make the necessary changes to it.**

**(Regulation (EC) 852/2004 Article 5 para 1 and 2)**

During the inspection on 18 June 2024, your food safety management system was unsatisfactory because you have:

- not adequately identified the hazards present at each stage of your operation. In particular sections from your Safer Food Better Business pack were incomplete including; freezing, food that need extra care, reheating, acrylamide, checking your menu, hot holding etc.
- ensure records are maintained appropriately. Specifically, the temperature for cooked food on 18/06/24 had already been recorded for the day, even though only one delivery order took place before I checked the temperature logbook. Additionally, Mr. [REDACTED] was not observed checking the temperature with the probe thermometer.

Following inspection on the 29 August 2024, the following repeat contraventions were identified:

- the diary section, of the Safer Food Better Business Pack, which included cooking temperatures had not been filled in since the 25 August 2024.
- the fridge and freezer temperatures had not been recorded since 25 August 2024. It is important to note that in the section titled 'Chilled Storage and Displaying Chilled Food,' under the question, 'What do you do to make sure chilled food is displayed safely?' you previously annotated: 'Every day we make sure all of them are fresh by checking labels. Twice a day, all chilled foods are checked as well as the temperature, and this is recorded on the sheets.'
- gaps noted in the Safer Food Better Business pack, including incomplete sections previously highlighted on such as acrylamide and food requiring extra care.

**Compliance Date: 19 September 2024**

On the 18 June 2024 it was also mentioned that staff were not carrying out the identified controls at critical points as required in the documented Food Safety Management Procedure, "Safer Food Better Business." Specifically, it was observed that staff were not wearing plastic aprons, hats, or hairnets while preparing food, despite this being a specified requirement. Additionally, the procedure mandates the use of day dots to label all food products in chilled storage and display. However, none of the products in the refrigerator were labelled accordingly.

When I discussed this with Mr. K Mursaloglu, he mentioned that labelling all food products was impractical due to quick turnaround. Nonetheless, since this practice is stipulated in the BBQ King food safety management system, it should be adhered to. Mr. K Mursaloglu also stated that he was unaware of this requirement because he did not author the document.

You must ensure that staff are properly trained and are aware of the controls stated in your Safer Food Better Business which they need to carry out. Staff must also be supervised as necessary, so you are sure that all controls which are critical to food safety are maintained.

Following the inspection on 29 August 2024, it was observed that [REDACTED] was not wearing a hat, despite the requirement in the Safer Food Better Business pack for staff to wear hats or hairnets.

Additionally, the use of date dots and other labelling practices, as outlined in the Safer Food Better Business pack was not observed. The pack specifies: "We use date dots with different colours for the expired day. For high-risk food, stickers are used to show product name, production date, expiration date, and frozen date." Furthermore, it states that "Every day we make sure all of them are fresh by checking labels. Twice a day, all chilled foods are checked as well as the temperature, and this is recorded on the sheets."

Your Safer Food Better Business pack must state exactly what you do in your business. If you i.e. if you state you use date dots on food in storage, you must then date dot that food. If you don't intend to date dot food then do not state in your pack that you do.

**Compliance Date: 19 September 2024**

### **Important information regarding *E. coli* 0157**

The Commercial Team are committed to keeping food businesses as informed as possible on food safety issues.

The Food Standards Agency has produced guidance that highlights the strict measures that are necessary to control *E. coli* O157. Local authority enforcement officers will consider these measures as part of their inspections. The *E. coli* guidance can be obtained by following the link:

**<http://www.food.gov.uk/foodindustry/guidancenotes/hygguid/ecoliguide>**

*E. coli* O157 is a particularly dangerous type of bacteria because it can cause serious, untreatable, illness and even death from very low-levels of contamination of ready-to-eat food. It can survive freezing, chilled and ambient temperatures.

Raw food, such as meat, and fruit and vegetables that have been in contact with the soil and are not supplied as ready-to-eat, should be handled as if they are contaminated by *E. coli* O157.

Without strict controls, *E. coli* O157 can spread throughout any food processing environment. It is therefore essential that ready-to-eat foods are at all times handled and stored in clean areas where controls ensure the environment is free from *E. coli* O157 contamination.

For foods that require cooking, *E. coli* O157 is easily destroyed when temperatures reach 75°C.

You will need to ensure the control measures in the guidance are followed as you handle both raw and ready to eat foods. However, you may adopt alternative control methods, as long as they are validated (evidence that methods are safe) as part of the HACCP/food safety management plan.

Dual use of complex equipment like vacuum packing machine and food slicers for raw and ready to eat foods is never considered safe and should never be undertaken.

If you have any queries regarding the guidance please do not hesitate to contact us.

Notes: this report only covers the areas inspected at the time of the inspection. It does not indicate compliance with any provision of the Food Safety and Hygiene (England) Regulations 2013; The General Food Regulations 2004; Food Safety Act 1990; and any associated legislation. The matters set out do not represent a comprehensive inspection of the premises. They are matters that have come to light during a sample audit made of the food safety arrangements. It is the employer's responsibility to carry out full assessments of all aspects of food safety. If you have any queries regarding this report please telephone the officer named above or contact:

**Enforcement & Safety Service,**  
Wokingham Borough Council, Shute End,  
Wokingham, Berkshire RG40 1BN  
**Tel:** 01189 746000  
**e-mail:** [environmental.health@wokingham.gov.uk](mailto:environmental.health@wokingham.gov.uk)

*All of our inspection activity and enforcement action is carried out in accordance with the Wokingham Borough Council Enforcement and Safety Enforcement Policy. If you would like a copy of the policy, please see link to Wokingham Borough Council's website. ([20230215113109\\_007738\\_0025284\\_ENFORCEMENTPOLICY10Feb2023.pdf](#) ([moderngov.co.uk](#))) Alternatively, please contact us on 01189 746000 or e-mail [environmental.health@wokingham.gov.uk](mailto:environmental.health@wokingham.gov.uk) in order to request a copy*