

4 December 2024



WOKINGHAM BOROUGH COUNCIL

Chalk Restaurants Ltd
19 Comfrey Close,
Farnborough,
GU14 9XX

Enforcement & Safety Service

Wokingham Borough Council

Shute End

Wokingham

Berkshire

RG40 1BN

Our Ref:

Tel: 01189 746000

e-mail: environmental.health@wokingham.gov.uk

Dear

FOOD PREMISES VISITED: Chalk Restaurants Ltd Montague House, 31 Broad Street, Wokingham, RG40 1AU

FOOD HYGIENE VISIT TYPE: FULL INSPECTION

Further to my visit on **02/12/2024** of the above-mentioned premises and my discussions with David Brunner - Director, please find enclosed report detailing the various matters discussed and confirmation of your score under the Food Hygiene Rating Scheme (FHRS).

Your next formal inspection is due in 12 months; however, it is possible that a visit will take place 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

Enforcement Officer

ENVIRONMENTAL HEALTH FOOD HYGIENE REPORT

| | |
|--|---|
| Trading Name: Chalk Restaurants Ltd | Type of Premises: Café/ Restaurant |
| Address: Montague House, 31 Broad Street, Wokingham, RG40 1AU | |
| Food Business Operator: Chalk Restaurant LTD | |
| Persons Seen: | Position in Company: Director |
| Date of Inspection: 02/12/2024 | Time of Inspection: 10:19AM |
| Areas Inspected: Whole Premises | Samples Taken: NO |
| Name of Inspector: | Signature: |
| Tel Contact No: | e-mail: |

DOCUMENTATION AVAILABLE

| | Yes | No | | Yes | No |
|-------------------------------|-----|----|----------------------|-----|----|
| Food Safety Management System | X | | Cleaning Schedule | X | |
| Temperature Logs | X | | Pest Control Records | X | |
| Staff Training Records | | X | Other | N | A |

| Having regard to the Council's Enforcement Policy the action we intend to take is: | Yes | No |
|--|-----|----|
| No Action Required | | X |
| Advise that works be undertaken (see schedule) | X | |
| Require 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 852/2004 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)

| | | |
|---|---|--------------------------------------|
| Food Hygiene Rating Scheme Score (detail left at inspection) | | 1 |
| Hygiene - 0 | Structure & Cleanliness - 15 | Confidence in Management - 20 |

Contact details of Lead Officer for Food: Marcus Herbert Commercial Service Manager
marcus.herbert@wokingham.gov.uk

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

N/A

Non-compliance with structural requirements

**Food premises are to be kept clean and maintained in good repair and condition.
*Regulation (EC) No 852/2004 Annex II Chapter I Para 1***

The following areas were found to be dirty and must be thoroughly cleaned:

- The external structural area of the bar dishwashing machine.
- The racks of both the bar and kitchen dishwashing machines.
- The kitchen hand soap dispenser, blue roll dispenser and surrounding area.
- The contact points and seals of fridges and freezers.
- The filters of the kitchen canopy.
- Plastic storage containers, which were observed to have excessive label residue.
- The vacuum packing machine labelled as "ready-to-eat," designated solely for ready-to-eat products.

These cleaning tasks must be addressed promptly to maintain proper hygiene standards. It is important to keep the food premises clean to minimise the risk of contamination of food, to minimise food available for pests and to minimise harbourage areas for pests.

Compliance Date: 13 January 2025

Recommendation - The freezers in the shed were badly iced up. I recommend that you defrost them and thoroughly clean them before reuse. You should defrost the freezers on a regular basis to prevent excessive ice build-up and to ensure they operate efficiently.

**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 upright fridge in the kitchen has damaged seals and a missing bottom structure, preventing it from being adequately cleaned. You must repair or replace the seals and bottom structure to ensure the fridge can be thoroughly cleaned and, where necessary, disinfected.

Compliance Date: 20 February 2025

All articles, fittings and equipment with which food comes into contact are to:
(b) be so constructed, be of such materials and be kept in such good order, repair and condition as to minimise any risk of contamination;

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

Equipment, plastic container lids was damaged such that pieces could break off and contaminate food. Replace the defective equipment to prevent contamination of food. Equipment which comes into contact with food must be in such good order and repair as to minimise any risk of contamination of food.

Compliance Date: 13 January 2025

The equipment, specifically the plastic container lids, was damaged to the point where pieces could break off and contaminate food. You must replace the defective equipment to prevent food contamination. Equipment that comes into contact with food must be in good order and repair to minimize any risk of contamination.

Compliance Date: 13 January 2025

The chopping boards were found to be highly scored, which could harbour bacteria and pose a contamination risk. You must replace or resurface the chopping boards to ensure they are safe for use.

Compliance Date: 13 January 2025

Food premises are to be kept clean and maintained in good repair and condition.

Regulation (EC) No 852/2004 Annex II Chapter I Para 1

The ceiling tile is missing by the kitchen dishwasher. You must ensure it is replaced as soon as possible.

Compliance Date: 20 February 2025

Confidence in management/control procedures issues

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

The vacuum packing machine in the kitchen is currently used for both raw meat and ready to eat foods/cooked foods. This packaging process is a high risk operation because

- a) The food pathogen *Clostridium botulinum* can grow in anaerobic (no air) conditions and
- b) It has been implicated in E coli 0157 outbreaks where the machine has been used for both raw and cooked/ready to eat foods. It only requires a small number of E.coli 0157 bacteria to cause severe illness and in some cases death.

Current guidance by the Food Standards Agency: E coli 0157 control of Cross-Contamination states that 'dual use of complex equipment for raw and ready to eat foods should NEVER be regarded as a safe practice'.

You must not use the same vacuum packing machine for raw and ready to eat foods.

Compliance Date: Immediate

There is no written procedure for the safe vacuum packing of raw foods included in your Safer Food Business Pack, which you emailed to me during the inspection. Additionally, I request that these documents be provided by 4th December. While they should already be readily available, they were not submitted by the compliance date, preventing me from reviewing them prior to issuing my report.

The vacuum packing process is a high-risk operation due to the potential growth of the foodborne pathogen *Clostridium botulinum*. This bacterium thrives in anaerobic (no air) conditions and produces a neurotoxin that can be fatal.

If you intend to sell vacuum-packed foods as chilled products, your food safety plan must include detailed information addressing the following:

- Identification of risks associated with vacuum packing various foods, such as the growth of *Clostridium botulinum*.
- Measures to mitigate or eliminate risks, including thorough cleaning and disinfection, ensuring no loose bags, maintaining intact seals, proper date coding, and limiting the shelf life to a maximum of 10 days for most foods.
- Procedures to confirm the effectiveness of the vacuum packing process.
- Steps to be taken if the vacuum packing process is found to be faulty.

For vacuum-packed products intended for freezing, the controls remain the same, but the shelf life may be extended accordingly. Please ensure this information is included in your food safety plan to address these critical safety concerns.

You must arrange for the vacuum packing equipment to be serviced by a qualified technician

to ensure it is functioning correctly and safely. This service should include a thorough inspection, cleaning, and calibration to meet food safety standards. Following the service, you must maintain a record of the servicing, including details of the technician, date, and any repairs or maintenance carried out. Regular annual servicing should be scheduled to prevent future issues and ensure continued compliance with food safety regulations.

Compliance Date: Immediate

There is currently no written procedure for the safe vacuum packing of ready-to-eat foods. This packaging process is classified as high-risk due to the following concerns:

- This foodborne pathogen can grow in anaerobic (no air) conditions and produce a neurotoxin that can be fatal.
- There is a risk of contamination with *E. coli* O157 if the vacuum packing machine has come into contact with raw meat. For example, this risk increases if the machine is located in a raw meat preparation area. *E. coli* O157 (commonly found in raw meat, particularly beef) is highly pathogenic, as even a small quantity of bacteria can cause severe illness and, in some cases, death.

You must include the following in your written food safety procedure:

- Identification of risks associated with vacuum packing various foods (e.g., growth of *Clostridium botulinum*) and an explanation of where these hazards may occur.
- Measures to minimize or eliminate risks, such as thorough cleaning and disinfection, ensuring no loose bags, maintaining intact seals, proper date coding, and limiting the shelf life to a maximum of 10 days for most foods.
- Regular checks to confirm that the vacuum packing process is functioning effectively.
- Defined steps to be taken in response to any faults in the vacuum packing process.

If the products are to be frozen, the same controls apply, but the shelf life can be extended accordingly.

This information must be documented and implemented to ensure the safety of your vacuum-packed foods.

You must arrange for the vacuum packing and sous vide equipment to be serviced by a qualified technician to ensure it is functioning correctly and safely. This service should include a thorough inspection, cleaning, and calibration to meet food safety standards. Following the service, you must maintain a record of the servicing, including details of the technician, date, and any repairs or maintenance carried out. Regular annual servicing should be scheduled to prevent future issues and ensure continued compliance with food safety regulations.

Compliance Date: Immediate

Due to the high risk nature of the vacuum packing machine used for ready to eat foods you must devise a cleaning schedule for the machine detailing what parts need to be cleaned, how it should be cleaned, what chemicals are needed, when it should be cleaned and who should clean it. You need to verify that your cleaning method is carried out correctly. There should be written evidence of training.

Compliance Date: Immediate

- You are required to implement and document permanent procedures based on the Hazard Analysis Critical Control Point (HACCP) principles. These procedures must cover all aspects of the Sous Vide processing of the steak product, its subsequent cooling, and storage as a vacuum-packed product. The steps are as follows:

- You must identify the food safety hazards related to the use and siting of the vacuum packing machine, the Sous Vide process, and the subsequent cooling and storage. Hazards must be prevented, eliminated, or reduced to prevent food poisoning or injury. Consider pathogens such as *Listeria monocytogenes*, *Escherichia coli* O157, and *Clostridium botulinum*.
- Identify points in the production process (including vacuum packing, Sous Vide processing, cooling, and storage) where things could go wrong, and hazards could occur. These are the points where control measures need to be applied.
- Decide which of these points are critical to ensuring the safety of the product. These are your Critical Control Points (CCPs), where control measures are essential to prevent or control hazards.
- For each CCP, establish critical limits or safety limits. These may include, but are not limited to:
 - The time-temperature combination required to render harmless and/or reduce to a safe level pathogens and their toxins.
 - The temperature and shelf life of the vacuum-packed product during storage. Follow Food Standards Agency guidelines, which recommend a shelf life of no more than 10 days unless specific parameters have been met. A copy of the relevant guidelines is enclosed.
- Establish procedures to monitor the control measures at each CCP. Regular monitoring must be in place to ensure that the critical limits are being met.
- You must establish corrective actions that will be taken if monitoring shows a control measure has failed to meet its critical limit. These actions should make the process safe or halt its use until it is corrected, preventing recurrence of the issue.
- You must establish procedures to regularly review your HACCP-based system for vacuum packing, Sous Vide processing, cooling, and storage. This ensures the system is working effectively, hazards are being controlled, and the procedures are applied properly (this is called verification).
- You must maintain documentation and records to demonstrate that your HACCP system is operating effectively. These records should include all monitoring data, corrective actions, and verification procedures to ensure compliance and food safety.
- These steps will help ensure that all aspects of the Sous Vide processing, cooling, and storage of your steak product are safely managed according to HACCP principles.

You must arrange for the sous vide equipment to be serviced by a qualified technician to ensure it is functioning correctly and safely. This service should include a thorough inspection, cleaning, and calibration to meet food safety standards. Following the service, you must maintain a record of the servicing, including details of the technician, date, and any repairs or maintenance carried out. Regular annual servicing should be scheduled to prevent future issues and ensure continued compliance with food safety regulations.

Compliance Date: Immediate

Although you have conducted a systematic analysis of the hazards at each stage of your operation, there are critical points where hazards are not being effectively controlled or implemented, as evidenced during the inspection. You must address the following issues:

- Your Safer Food Better Business (SFBB) pack states that food products are stored covered and labelled. However, during the inspection, several items were found unlabelled, including chicken strips, ham, ribeye steak, cod loin, cod fillet, pork neck, tartare sauce, soft salted corn, crumble, crackers, and other dry-risk products. You

must ensure all food items are properly labelled and covered to prevent contamination.

- The opening and closing checks, as well as the daily cleaning checklist, were not completed on 1st December. You must ensure these checks are completed daily and reviewed to ensure compliance with your food safety procedures.
- On the day of the inspection, the "flat pack the empty boxes and place in the recycling bins" section of your open and close checks had been marked as completed, yet the waste area was found filled with unflattened boxes. You must ensure waste management tasks are completed as stated in your checks to maintain cleanliness and hygiene.
- Your SFBB states that liquid soap is used for handwashing. However, at the front-of-house bar, there was no soap available. When questioned, a staff member stated that dishwashing liquid was used for handwashing, which is not acceptable. You must provide appropriate handwashing facilities, including liquid soap, at all times to meet hygiene standards.
- Your SFBB specifies daily checks to ensure that food past its use-by date is discarded. Despite this, the following expired items were found during the inspection:
 - Black pudding (Use-by: 20/11/24)
 - Pancake mix (Use-by: 1/12/24)
 - Chicken strips (Use-by: 26/11/24)
 - Vegan burgers (Use-by: 15/11/24)
 - Chicken burger (Use-by: 28/11/24)
 - Breaded shrimp (Use-by: 21/11/24)
 - Canadian scallops (Use-by: 30/11/24)
 - Cooked sausage (Use-by: 27/10/24)You must ensure all expired products are discarded immediately and that daily checks are consistently carried out and documented.
- Your SFBB does not address how ready-to-eat food products are handled. During the inspection, cooked turkey slices and Kent honey ham were found stored next to raw meat in the walk-in chiller, and an open pack of raw bacon was stored on top of Parma ham. You must implement and document procedures to ensure ready-to-eat foods are stored separately from raw products to avoid cross-contamination.
- Your SFBB pack is missing a supplier and contact list. You must include an up-to-date supplier contact list in your SFBB.
- Despite the installation of a fly catcher, it is not being used, as both plugs near it are being used for the microwave and fridge. You must ensure that the fly catcher is plugged in and operational to maintain effective pest control.

These issues highlight significant lapses in the implementation of your food safety procedures. Immediate action is required to address these deficiencies and ensure compliance with food safety standards.

Compliance Date: Immediate

Food business operators are to ensure that food handlers are supervised and instructed and/or trained in food hygiene matters commensurate with their work activity;

Regulation (EC) No 852/2004 Annex II Chapter XII Para 1

During my inspection, it became clear from our discussions that your staff's food hygiene awareness regarding vacuum packing, sous vide as well as the implementation of your documented HACCP procedures, was inadequate due to the issues mentioned above. There was no evidence of food safety level 2 training for catering staff.

It is essential that staff involved in handling food are properly supervised, instructed, and trained to carry out this high-risk operation safely and in accordance with food hygiene standards.

Staff who work unsupervised must have training to a level equivalent to the Level 2 Award in Food Safety in Catering. In particular, staff should be instructed on any control or monitoring points identified by your Food Safety Management Procedure. You must ensure that they receive the appropriate training immediately and provide evidence of this training for future inspections.

Compliance Date: Immediate

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* 0157. 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 0157 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* 0157.

Without strict controls, *E. coli* 0157 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* 0157 contamination.

For foods that require cooking, *E. coli* 0157 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

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 in order to request a copy.