

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: EIR-17-1372 - Food Hygiene Inspection Reports
Date: 23 October 2017 15:53:46
Attachments: [Further Information - Right to Review & Appeal.pdf](#)
[EIR-17-1372 - 7769 Inspection Report 14-10-16.pdf](#)
[EIR-17-1372 - 7769 Revist Report 28-10-16 Redacted.pdf](#)

Dear [REDACTED],

Thank you for your information request of 25 September 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

The most recent Food Hygiene Inspection reports for the following Stadia:

• **Pittodrie Stadium**

Please see attached.

Please note that third party names and personal details, as well as the names of ACC Officers who are below Head of Service level have been redacted (blacked out) from the attached reports. This is because ACC considers that this information is excepted from disclosure. In order to comply with its obligations under the terms of Regulation 13 of the EIRs, ACC hereby give notice that we are refusing your request under the terms of Regulation 11(2) in conjunction with Regulation 11(3)(a)(i) – Personal Information - of the EIRs.

In making this decision ACC considered the following points:

ACC is of the opinion that Regulation 11(2) applies to the information specified above as the information in question is personal information relating to living individuals, and the applicant is not the data subject.

ACC is of the opinion that Regulation 11(3)(a)(i) applies, as ACC considers that disclosure of this information would be a breach of the first Data Protection Principle (that personal information must be processed fairly and lawfully) and second Data Protection Principle (personal information must only be processed for a specific and lawful purpose). ACC Officers who are below Head of Service level and third parties named within the attached document would not expect ACC to release this information about them into the public domain under the EIRs (or the Freedom of Information (Scotland) Act 2002 (FOISA)).

We hope this helps with your request.

Yours sincerely,

Information Compliance Officer

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

As the information which you requested is environmental information, as defined under Regulation 2(1) of the Environmental Information (Scotland) Regulations 2004 (the EIRs), ACC considered that it was exempt from release through FOISA, and must therefore give you notice that we are refusing your request under Section 39(2) of FOISA (Freedom of Information

(Scotland) Act 2002). However, you have a separate right to access the information which you have requested under Regulation 5 of the EIRs, under which ACC has handled your request. Please refer to the attached PDF for more information about your rights under the EIRs.

Information Compliance Team
Customer Service
Corporate Governance
Aberdeen City Council
3rd Floor North
Business Hub 17
Marischal College
Broad Street
ABERDEEN AB10 1AQ

foienquiries@aberdeencity.gov.uk

Tel 03000 200 292

*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.
Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

www.aberdeencity.gov.uk

Our Ref. 7769/[REDACTED]/FH/FS
Your Ref. [REDACTED]
Contact [REDACTED]
Email Commercial@aberdeencity.gov.uk
Direct Dial 01224 52[REDACTED]
Direct Fax 01224 523887



20 October 2016

Company Secretary
Sodexo Ltd
1 Southampton Row
London
WC1B 5HA

Environmental Health and
Trading Standards
**Communities, Housing and
Infrastructure**
Aberdeen City Council
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Marischal College
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Aberdeen AB10 1AB

Tel 03000 200 292
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Dear Sir/Madam

Food Safety Act 1990
The Food Hygiene (Scotland) Regulations 2006
Regulation (EC) 852/2004 on the Hygiene of Foodstuffs
Food Information (Scotland) Regulations 2014
Regulation (EU) 1169/2011 on the Provision of Food Information to Consumers
The General Food Regulations 2004
Sodexo@Aberdeen Football Club, Pittodrie St, Aberdeen, AB25 5QH

On 14th October 2016 I visited your premises at the above address along with Authorised Officer [REDACTED], to carry out a routine food hygiene and food standards inspection. I re-visited on Saturday 15th October 2016 to assess the kiosks and corporate kitchens that were operating during the match, at which time I was joined by [REDACTED], Authorised Officer.

In relation to the Food Hygiene Information Scheme I have assessed the hygiene conditions and procedures in place for food safety management within your business. As some food hygiene contraventions were noted during this inspection an **'Improvement Required'** certificate is being issued to you at this time.

Although in this instance you have not attained a 'Pass' certificate, you do have the opportunity to do so, as follows: -

- Once your food business has fully dealt with all of the items detailed in the enclosed hygiene inspection report, please let us know and we will arrange to re-inspect your premises within seven days of your notification. Please contact the Commercial Team on 01224 523800 should you wish to arrange a re-inspection of your premises.
- Provided there is clear evidence that all items have been addressed and that compliance with the food hygiene regulations has been achieved we would be

PETE LEONARD - DIRECTOR



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in a position to issue a 'Pass' certificate. However, if items of non-compliance are noted then the 'Improvement Required' status would remain.

I would also advise you that as part of the Food Hygiene Information Scheme, Aberdeen City Council is now making all inspection reports available for viewing on the Council Website.

The enclosed report details the requirements and recommendations made in respect of the above legislation.

I trust that these points will receive your prompt attention.

Please complete the food hygiene/food standards reply slip and return it to us in the stamped address envelope provided.

Should you have any queries or require further information, please do not hesitate to contact me.

Yours faithfully

[REDACTED]

Environmental Health Officer

cc [REDACTED], Operations Manager, Sodexo Ltd, Aberdeen Football Club,
Pittodrie St, Aberdeen, AB25 5QH

As from the 1st January 2016 if your business produces more than 5kg of food waste per week you are required to separate this for recycling.

Advice on how to comply with this requirement can be obtained by contacting Aberdeen City Council Business Waste and Recycling Services on 08456 080919.

Alternatively, contact the Commercial Team at Environmental Health on 01224 523800.

Additionally, where food collections are available, it is illegal to dispose of food into a public drain or sewer, for example by using a macerator.

Name and Address of Premises:	Premises Type:
Sodexo Ltd @ Aberdeen Football Club Pittodrie St Aberdeen AB25 5QH	Date of Inspection: 14/10/2016 and 15/10/2016
	Ref No: 7769
	Officer[s] Attended: [REDACTED]
	Person[s] Interviewed: [REDACTED]

FOOD HYGIENE INSPECTION - [See Schedule 1]

Areas, Procedures and Documents Inspected:	Areas not Inspected:
All	N/a

FOOD STANDARDS INSPECTION - [See Schedule 2]

Areas, Procedures and Documents Inspected:	Areas not Inspected:
All	N/a

Notes on Interpretation

Requirements:

- 1) These items relate to matters that are required in terms of the above-mentioned legislation. In order to allow you to make informed choices each item below indicates:
 - a) What requirement has to be met
 - b) The respects in which it has not been met, and
 - c) Where appropriate a course of action which in my opinion would satisfy the requirement

In most cases there will be more than one course of action which could satisfy a given requirement. In these cases it is open to you to take any such other course of action which meets the requirements. It may be advisable to discuss alternative proposals with me so that I can advise you whether there are other requirements which might have to be taken into account when considering an alternative course of action.

Where the word **must** is used, it also indicates a requirement.

- 2) This is not a Notice requiring works to be carried out, however, any breach of a requirement could, at a future date, be the subject of an Improvement Notice. The purpose of this report is to advise you of such matters so that you can attend to them without the need for such Notices.
- 3) The items contained in the attached schedule[s] relate to matters as found at the time of inspection and cover[s] only the areas inspected. Where a practice, etc. is not explicitly mentioned in this report it should not be taken as an indication of compliance with any provision of the Food Safety Act or any regulations made under it.

SCHEDULE 1

REPORT ON FOOD HYGIENE INSPECTION IN TERMS OF THE FOOD SAFETY ACT 1990, THE FOOD HYGIENE (SCOTLAND) REGULATIONS 2006, REGULATION (EC) 852/2004 ON THE HYGIENE OF FOODSTUFFS

Overview

The purpose of a food hygiene inspection is to assess whether a business complies with food safety requirements. My assessment was based on a physical inspection of the staff canteen, Gothenburg and Level 3 kitchens, the kiosks and burger van, discussions with [REDACTED] and [REDACTED], as well as observations of the staff and food handling practices.

While I did find good food handling practices throughout and your staff appeared knowledgeable on food safety matters, I was disappointed to find a mobile burger van trading within the premises that lacked any water supply for cleaning or handwashing. This was temporarily resolved on the day, however further action is required if you intend to use the unit in the future.

There were also a number of repair issues that will require attention and I was concerned to find the level of cleanliness throughout a number of areas was poor. These points are detailed further below.

Items

1. Food Safety Management System

While I was pleased to find a documented food safety management system on-site, I did not find some discrepancies with it. For instance I understand you recently changed cleaning chemicals from *Oasis Pro* to *Sumabac D10*, however your HACCP still refers to *Oasis Pro* as the chemical used during a 2 stage clean and I also noticed it on signs around the premises.

I strongly recommend that you amend your food safety management system to reflect the use of the new chemicals for cleaning and disinfection.

2. Mobile burger van

Regulation EC 852/2004, Annex II, Chapter III, Paragraph 2(a)

Regulation EC 852/2004, Annex II, Chapter III, Paragraph 2(c)

Regulation EC 852/2004, Annex II, Chapter III, Paragraph 2(e)

During the inspection I became concerned that the mobile burger van lacked appropriate facilities to allow staff to maintain personal hygiene or to clean equipment, as neither the sinks nor wash hand basin were working / supplied with water.

2 Contd

As a temporary measure on the day, a portable handwashing station was made available for staff to maintain hand hygiene and they also used separate equipment, which was washed in a nearby kiosk.

I received a telephone call from general manager [REDACTED] on Monday 17th October 2016, informing me that the issues with the burger van and water supply would be resolved before the next match day; otherwise the van would not be allowed to open for trade.

You must ensure that the mobile unit is provided with sufficient and adequate facilities by providing hot and cold potable water, to allow staff to effectively wash their hands whilst handling food as well as clean and disinfect the premises and equipment.

Timescale: 2 weeks

3. **Personal hygiene – handwashing**

a) Hot water temperature

Regulation (EC) 852/2004, Annex II, Chapter VIII, Paragraph 1

The hot water temperature at a number of wash hand basins, both in the kitchens and kiosks, was found to be excessively hot, presenting a scalding risk to staff as well as discouraging effective handwashing.

Food handlers are to maintain a high degree of personal cleanliness; this cannot be achieved if staff cannot effectively wash their hands due to the uncomfortably high hot water temperature.

You must put in place measures to reduce the temperature of hot water at wash hand basins. The recommended temperature is no greater than 43°C, which can be achieved by installing a mixer tap or thermostatic valve. In the interim, plugs may be provided to allow staff to mix hot and cold water.

Timescale: 8 weeks

b) Handwashing technique

Regulation (EC) 852/2004, Article 5

When asked to demonstrate their handwashing technique, one of the staff working in kiosk 4 washed their hands at the sink rather than the designated wash hand basin.

Handwashing is to be carried out at the designated wash hand basins only, using warm water, hand soap and drying with paper towels.

3 Contd

Furthermore, when another employee working in a kitchen was asked to demonstrate, I noted that they turned the hot tap on with unwashed hands and then turned off with the hand that had just been washed.

Good handwashing technique is important. When a tap is turned on with 'dirty' hands it is potentially contaminated, and by turning that tap off with a 'clean' washed hand, there is a possibility of re-contamination of that hand. As you are carrying out both raw (i.e. unwashed vegetables) and ready-to-eat preparation and have conventional taps at the wash hand basins, you must ensure that taps are turned off hygienically, for example with the use of disposable paper towels.

You should ensure all staff are to be trained and conversant with the above measurements.

Timescale: Immediately

4. **Cleaning**

Regulation (EC) 852/2004, Annex II, Chapter I, Paragraph 1

Regulation (EC) 852/2004, Annex II, Chapter V Paragraph 1(a)

- The hand contact surfaces of your *Foster* fridge in the Gothenburg kitchen were visibly smeared.
- The lower levels of the fridge in the mobile burger van were stained with rust deposits.
- The flooring throughout kiosks 9, 10, 11 and 12 were visible dirty, particularly underneath and around equipment.
- The flooring in kiosk 3 was also found to be visibly dirty.
- The level 3 kitchen's walk in chiller and freezer floors were stained.
- The door frame of level 3 kitchen's walk in chiller was visibly dirty.
- The flooring underneath equipment and workbenches in the Gothenburg kitchen was visible dirty
- The upper left hand corner of the canteen kitchen's wall had visible signs of mould growth and condensation, in the area above the dishwasher.

Both premises and the equipment, articles and fittings that come into contact with food must be effectively cleaned and kept clean. You must therefore undertake a thorough cleaning of the aforementioned areas and equipment and ensure they are maintained in a clean condition thereafter.

Timescale: Immediately

5. Repair

Regulation (EC) 852/2004, Annex II, Chapter V, Paragraph 1

a) Polar fridge:

The plastic covering of the fridge in the Gothenburg kitchen was found to be peeling and as such cannot be effectively cleaned. You should either replace or remove the covering to allow the fridge to be maintained in a hygienic manner.

Timescale: Immediately

b) Chopping boards:

A number of chopping boards in use were found to be visibly scored to the point that they cannot be effectively cleaned. Equipment is to be maintained in good repair so as to minimise any risk of contamination. You must therefore replace any chopping boards that cannot be properly cleaned and maintained in a hygienic manner.

Timescale: 1 week

SCHEDULE 2

REPORT ON THE FOOD STANDARDS INSPECTION IN TERMS THE FOOD SAFETY ACT 1990, FOOD INFORMATION (SCOTLAND) REGULATIONS 2014, REGULATION (EU) 1169/2011 ON THE PROVISION OF FOOD INFORMATION TO CONSUMERS AND GENERAL FOOD REGULATIONS 2004

Overview

A food standards inspection was carried out at this time to assess compliance with the above legislation and to ensure that all food is described in a way that would not mislead the consumer and that it is of the quality demanded. The following item was noted.

1. Allergens

Regulation (EC) 1169/2011 on the provision of food information to consumers, Chapter IV, Section I, Article 9, paragraph 1(c)

As discussed during the inspection, food businesses are now required to provide allergen information on the foods provided to consumers. You may provide this information in written form, via menus, menu chalkboards, food order tickets, ticket labels or else orally via members of staff.

It was pleasing to see that you already had identified all allergens in the foods prepared and had recorded these in matrices which could then be used by staff.

However, if you intend for allergen information to be provided orally to customers, then signs must be clearly visible on the premises informing customers to ask a member of staff for further details, for example;

'Please ask a member of staff for information about allergens in our products'

You should ensure that such signs are affixed to the kitchens, kiosks and burger van.

Timescale: Immediately

FOOD HYGIENE/FOOD STANDARDS REPLY SLIP

Note:- If you do not agree with the **requirements** set out in the report then please refer to the covering letter and leaflet entitled Food Law Inspections and Your Business, which will explain what to do and who to contact.

If you do accept the **requirements** set out in the report, please help us by completing this reply slip.

Report Reference

7769/[REDACTED]/FH/FS

Date of Inspection:

14/10/2016 and 15/10/2016

Name of Inspecting Officer:

[REDACTED]

Address of Premises:

Sodexo@Aberdeen Football Club, Pittodrie St, Aberdeen, AB25 5QH

I accept the requirements set out in the report. ☐ Yes ☐ No* (Please tick)

*If you have ticked No, and wish to discuss timescales to complete the required actions, please detail the items below and I will contact you.

If there are other aspects of the report that you would like to discuss, please do not hesitate to contact me, or my line manager [REDACTED].

I feel that the compliance timescales for the following items are too short and wish to propose alternative dates for completion.

Item No.	My proposed date for completion	Comments

Name Telephone no

Signature Date

* This reply only relates to **requirements** and not to recommendations



ABERDEEN
CITY COUNCIL

ENVIRONMENTAL HEALTH

Protective Services
Aberdeen City Council
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Tel. 01224 523800 Fax. 01224 523867
E-mail commercial@aberdeencity.gov.uk

VISIT REPORT

Page 1 of 2

Name of Business Sodexo Q&A Date 28/10/16
Address PITODIE ST Time - Start 10:55 Finish 11:45
ABERDEEN Postcode AB9 5XH Proprietor SODEXO LTD

During a visit made today at the above premises in terms of the:-

Food Information (Scotland) Regulations 2014
Regulation 8 852/2004; Food Safety Act 1990; Food Hygiene Regulations 2006

the following items were discussed/found to require particular attention. Should you wish to discuss any point listed below or require further advice, please contact:-

on 01224 52 [REDACTED]

RE-VISITED Today following my Food Hygiene & Food Standards Inspection on 14th & 15th October 2016
I was pleased to find the majority of issues have been resolved. You have updated your Food Safety Management System and Storage for cleaning chemicals. Furthermore the cleaner and repair issues have been remedied. I also noted you have arranged allergen signs at kiosks.
In relation to the Bar area you I was pleased to find you have installed a wash hand basin with running hot water. Furthermore, as discussed you are in negotiations with the vendor to install an electrical supply so hot and cold

You should realise that the duty to ensure compliance with the legislation lies with the person having control of the business. The Inspection Report is intended to highlight general areas of concern rather than be an exhaustive list of contraventions.

N.B. If you are not the person having control of the premises, please ensure that this report is conveyed to the appropriate person as soon as possible.

Signature of Recipient [REDACTED]

Signature of Inspector [REDACTED]

Name and Title [Block Letters] [REDACTED]

Designation EHO

Designation General Manager

VISIT REPORT [continued]

Page 2 of 2

Name of Business Santa @ N Date 20/10/16

work supply were properly and you will keep me
updated via email.
As discussed, until this is operational you
will continue to use separate fragments
for leave the cased burgers out of the band
manic into the bowl and finally remove from
the bowl into the Burger Band. I can also
confirm that no food preparation takes place in
the mobile unit.

Finally, in relation to the food hygiene
information scheme I am satisfied that a
"Pass" certificate can be issued, which you
will receive in due course.

Signature
of Recipient

Signature
of Inspector