

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
1	FL1	Food Law Contravention letter New premises selling mostly cakes brought in from own bakery in Linlithgow. Also assembles small sandwich and salad menu from RTE items and reheats a daily soup. Basement structure still to be finished with smooth, impervious surface on floor and walls. Records in place but no action taken when critical limit exceeded - recording soup RH to 75C. Using SFBB but not completed manual. Allergen aware re items brought from bakery but needs to consider remaining menu and handling on-site.	18/03/2025	18/03/2025	CXS	
2	FH7	Scope of Business Document - needs	18/03/2025	18/03/2025	CXS	

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		completed				
3	FH2	Improvement Required Certificate issued	18/03/2025	24/03/2025	AOL	
4	G05	Email received from FBO with photos and documents attached.		02/04/2025	CXS	
5	G10	Email sent to FBO. From: [REDACTED] Sent: 02 April 2025 15:45 To: panificio.edinburgh@gmail.com Subject: RE: Food safety inspection update Hello [REDACTED], Thanks for getting in touch and updating me with your progress. Now that you have notified me that all matters have been rectified an unannounced visit will be carried out within the next 7 days to reassess compliance. All being well, a PASS certificate will be issued thereafter. Please note, if all matters are not remedied to the satisfaction of the inspecting officer then no further revisits will be carried out until the next programmed intervention. Kind regards, [REDACTED]		02/04/2025	CXS	
6	FVB	Food Hygiene Re-visit - FHIS RV request. Most points progressed but now started PPDS of assorted filled ciabatta - advised re labelling and will email FBO. FSMS present but needs more specific detail in relation to food handling at this venue. Some work still required in basement to finish structure with smooth impervious surface. Suitable for PASS on RV.		07/04/2025	CXS	
7	G10	Email sent - advice re PPDS.	07/04/2025	07/04/2025	CXS	
8	FH1	Pass Certificate issued - PASS on RV 7/4/25	07/04/2025	08/04/2025	AOL	
9	G05	Email received from FBO confirming working on PPDS.		07/04/2025	CXS	

PRU V8.9.x.0

REPORT PREPARED ON 6/ 6/25 AT 11:40

Visit reference number: 111872

INSPECTION NUMBER

111872 LA REFERENCE:

INSPECTION DATES AND CODES

ACTUAL INSPECTION DATE: 18/03/2025
VISIT TYPE: I - Initial Programmed Visit
OFFICER: CXS - Carly Smith
UNIT: FHC - Food / Health & Safety Central
ACTION: AAA - Action taken

FEE: 0.00
PAYMENT RECEIVED: No

NAME AND ADDRESS DETAILS

PREMISES REF: RES6**20WE/1

NAME: PANIFICIO
ALTERNATIVE NAME: PANIFICIO EDINBURGH LTD

ADDRESS: 20 West Maitland Street
New Town
Edinburgh
EH12 5EA

WARD: City Centre

MOBILE: [REDACTED]
E-MAIL: panificio.edinburgh@gmail.com
EASTING: 324144
NORTHING: 673313

<u>INSPECTION TYPES</u>	<u>NEXT VISIT</u>	<u>RISK</u>	<u>PROFILE</u>
E - EH FOOD LAW	18/03/2026	3	CCDCCDC

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
1	G05	Email received		09/05/2025	AOL	
2	G24	Refer to other Officer		12/05/2025	MSU	
3	G38	Officer Referral Notification	12/05/2025		CXS	
4	G10	Email sent to client. From: [REDACTED] Sent: 13 May 2025 16:34 To: [REDACTED] Subject: RE: Panificio Food Health and Safety Concerns Hello [REDACTED],	13/05/2025	13/05/2025	CXS	

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
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I am in receipt of your email regarding Panificio, West Maitland Street.

A visit will be made as soon as possible to investigate your complaint.

Please note whilst your personal details will be kept anonymous, our intervention may lead colleagues to draw their own conclusions regarding the source. You can find help and advice regarding workplace conflict and resolution here if required: Conflict and resolution | Acas

Kind regards,
[REDACTED]

5	FVA	FH Complaint Visit	14/05/2025	14/05/2025	CXS	Visited to follow up on complaint. Spoke to FBO on phone as staff member acting as manager ([REDACTED]) had little English and just started this week. Both referenced ex-employee who left recently under poor circumstances and FBO expected complaint. Regardless, there have been historical pest control issues - Adaptive records seen re rat treatments at end of April. No evidence of activity today but some proofing and cleaning required - cardboard awaiting uplift along with black bags loose and in bin. Cold meat found beyond UBD and stock rotation in general was sporadic. PPDS in place for ciabattas etc although some inaccuracies noted - FISH missing from tuna dishes and parsley highlighted unnecessarily. Some stocks of labels had run out and staff had handwritten labels but with less info - advised to copy text exactly.
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6	G26	Refer to other Council Service - email to Street Enforcement re trade waste arrangements. From: [REDACTED] Sent: 14 May 2025 17:35 To: Street Enforcement <StreetEnforcement@edinburgh.gov.uk> Subject: Trade Waste - Panificio, 20 West Maitland Street	14/05/2025	CXS	
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Hello,

I have received a complaint regarding assorted food hygiene issued at the premises below:
Panificio
20 West Maitland Street
Edinburgh
EH12 5EA

I visited the venue today to follow up (see SR963692 if required). On-site I found lots of waste cardboard piled up in a stair landing on the way to the basement, as well as an overflowing bin in the stairwell which was crammed with full black bin bags and around 10 further full bin bags lying loose around the bin.

[REDACTED], the staff member in charge, was unable to provide information about the waste uplift but I spoke to the Food Business Operator on [REDACTED] phone. [REDACTED] said [REDACTED] had a contract with Enva and a collection

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
		<p>had been missed last week, hence the accumulation inside the shop.</p> <p>■ sent a few screenshots of conversations he claimed were with Enva to his colleague's phone to show me but I am not convinced that there are appropriate arrangements in place for the proper disposal of the volume and type of waste generated. When I left the shop around 11.20am there was another trade waste bin overflowing and a similar black bag lying next to the street bin outside, although these could be unrelated.</p> <p>The FBO is ■■■■■■■■■■, email: panificio.edinburgh@gmail.com.</p> <p>I would be grateful if someone could follow up with the premises.</p> <p>Thanks,</p> <p>■■■■■</p>				
7	G05	<p>Email received from street enforcement.</p> <p>From: Street Enforcement <StreetEnforcement@edinburgh.gov.uk></p> <p>Sent: 15 May 2025 09:53</p> <p>To: ■■■■■■■■■■</p> <p>Subject: RE: Trade Waste - Panificio, 20 West Maitland Street</p> <p>Good Morning</p> <p>Thank you for your email.</p> <p>Your concern has been logged on our system with Ref APP964167 and will be allocated to a Street Enforcement Officer for investigation.</p> <p>Kind regards</p> <p>Council Tax - Go Paperless!</p> <p>■■■■■</p>	15/05/2025	CXS	R	964167
8	G05	<p>Email received from client.</p> <p>From: ■■■■■■■■■■</p> <p>Sent: 28 May 2025 17:24</p> <p>To: ■■■■■■■■■■</p> <p>Subject: Re: Panificio Food Health and Safety Concerns</p> <p>Good evening ■■■■■</p> <p>I am emailing to check if there are any updates regarding my report on Panificio? Since submitting my claim, I received communications from the owner, threatening legal action and wanted to note this for the record in case of relevant context. An update on the status of the investigation would be appreciated and could aid in protecting myself.</p> <p>Kind Regards,</p> <p>■■■■■</p>	28/05/2025	CXS		
9	G10	Email sent to client.	29/05/2025	CXS		
10	G05	<p>Email received from client.</p> <p>From: ■■■■■■■■■■</p> <p>Sent: 29 May 2025 13:12</p> <p>To: ■■■■■■■■■■</p>	29/05/2025	CXS		

<u>ITEM</u>	<u>EVENT</u>	<u>DESCRIPTION</u>	<u>SCH. DATE</u>	<u>ACT. DATE</u>	<u>OFF</u>	<u>ACTIVITY</u>
		Subject: Re: Panificio Food Health and Safety Concerns				

Good Afternoon [REDACTED]

Thank you for your quick response and link provided. I have now submitted a FOI request.

Kind regards,
[REDACTED]

Record of Inspection/Visit carried out under Food Safety Act 1990
and/or Food Hygiene (Scotland) Regulations 2006
and/or Health & Safety at Work etc Act 1974

M V S ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Page 1 of 2

Date ☐ ☐ ☐ ☐ ☐ ☐ Time 10 05

Trading Name PANIFICIO
Address 20 WEST MAITLAND STREET
Post Code EH12 5EA Mobile Vehicle reg no.
Tel No. Type of Business Cafe
Person Seen [REDACTED] sition MANAGER
Food Business Operator/Employer [REDACTED]
Email contact panificio.edinburgh@gmail.com
Details of Head Office

Food Hygiene Area Inspected ☒ whole ☐ part ☐ process (detail)
Food Standards Area Inspected ☐ whole ☐ part (detail)
Samples Taken (details opposite): ☐
Records Examined:
Food Hygiene: ☒ SMS ☐ Temp (prod) ☐ Temp (equip) ☒ Pest ☐ Clean
☐ Training ☐ Trade Waste ☐ ENVA ☐ ADAPTIVE
Food Standards: ☒ Labelling ☐ Qual Sys ☐ Prod process ☐ Traceability
☐ Presentation ☐ Other
Health & Safety: ☒ Allergen Management
☐ Policy ☐ Risk Assessment ☐ Accident Book
☐ Other

Enforcement Action Taken:

- ☒ Informal Action - summary of necessary action listed opposite
☐ Letter to follow ☐ Statutory Notice(s) (specify)
☐ Revisit to Follow (specify target date)
☐ Other (specify)

Purpose of Visit: ☐ Inspection ☐ Revisit ☒ Other COMPLAINT re storage and uplift of waste, pest control issues and food safety - stock rotation and labelling of prepacked food for direct sale.
Key Points Discussed and Summary of Action to be Taken
Key: A = Legal Requirement B = Recommendation
Action Time
Key Scale
A 1 waste awaiting uplift must be kept in robust containers to avoid attracting pests and contaminating food storage areas.
B Arrange more frequent uplifts of waste at current frequency / missed collections results in accumulation.
A 11 seal gap at corner of basement door to prevent pest access.
A 1 remove spilled food and other debris from floor in basement, see side of appliances and under shelving units.
A 1 Store dirty vegetables and herbs below clean and ready to eat food in fridge

Officer(s) (in capitals)
Signature(s)
Tel No.@edinburgh.gov.uk
Contact in case of dispute, my Line Manager is:

Tel No:

Page ..2... of ...2...

Date 16 05 2025 Time 10 05

M V S

Continuation Sheet for

Location Name and Address PANIFICIO, WEST MARYLAND ST

Summary of Action to be Taken: Key: A = Legal Requirement B= Recommendation

- Action Key Cold meats beyond use by date at time of visit (pastрами).
- A1 Discard food beyond use by date.
- A11 Stock Control house rules require more detail on the process for labelling food removed from packaging and items prepared on-site.
- A11 Refresh staff training on stock control procedures.
PPDS - printed labels present on most products.
- A1 Errors on PPDS labels must be resolved =
- items which include tuna must show FISH as an allergen.
 - parsley is not an allergen so does not need highlighted.
 - if label stocks run out, handwritten labels must include the same information - product name, all ingredients and allergens highlighted.
- A1 Complete temperature records daily (last record was 4/5/25)

Officer(s) (in capitals)

Signature(s).....

Tel No.

Contact in case of dispute, my Line Manager

Tel No:

environmentalhealth@edinburgh.gov.uk

Record of Inspection / Visit carried out under Food Safety Act 1990 and/or Food Hygiene (Scotland) Regulations 2006 and/or Health & Safety at Work etc Act 1974

M	V	S				
Date	18	03	2025	Time	11	10

Trading Name: PAULICHO Address: 20 WEST MATHIAS STREET Post Code: EH12 5EA Tel No: Mobile Vehicle reg no: Person Seen: Type of Business: Cafe Food Business Operator/ Employer: Position: DALE STA Email contact: panipicic.edinburgh@gmail.com Details of Head Office: Little Mill Business Park, Littleton		Purpose of Visit: <input checked="" type="checkbox"/> Inspection <input type="checkbox"/> Revisit <input type="checkbox"/> Other Key Points Discussed and Summary of Action to be Taken Key: A = Legal Requirement B = Recommendation Action Time PTO	
Food Hygiene Area Inspected: <input checked="" type="checkbox"/> whole <input type="checkbox"/> part <input type="checkbox"/> process (detail) Food Standards Area Inspected: <input type="checkbox"/> whole <input type="checkbox"/> part (detail) Samples Taken (details opposite): <input type="checkbox"/> Records Examined: Food Hygiene: <input checked="" type="checkbox"/> FSMS <input checked="" type="checkbox"/> Temp (prod) <input checked="" type="checkbox"/> Temp (equip) <input checked="" type="checkbox"/> Pest <input checked="" type="checkbox"/> Clean <input checked="" type="checkbox"/> Training <input type="checkbox"/> Trade Waste GURA Food Standards: <input checked="" type="checkbox"/> labelling <input type="checkbox"/> Qual Sys <input type="checkbox"/> Prod process <input type="checkbox"/> Traceability <input type="checkbox"/> Presentation <input type="checkbox"/> Other Health & Safety: <input checked="" type="checkbox"/> Allergen Management Allergy sy nge <input type="checkbox"/> Policy <input type="checkbox"/> Risk Assessment <input type="checkbox"/> Accident Book <input type="checkbox"/> Other	A 1 Remove protective film from appliances. A 1 provide dispenser for blue roll A 111 finish open wood surfaces with a smooth, easy to clean material - serving and beverage. A 1 store dirty and unwashed vegetables and herbs below clean and ready to eat food. A 1 Repeat soup to above 82°C before hot holding in soup urn. A 1 ensure corrective actions are followed when critical limits are not achieved = fridge's recorded temperature of 6.2 and 8°C this week but you have a specified limit of 5°C.	Officers (in capitals) Signature(s) Tel No Contact in case of dispute, my Line Manager is: Environmental Health, G1 Waverley Court, 4 East Market Street, Edinburgh EH8 8BG enviromentalhealth@edinburgh.gov.uk Tel No @edinburgh.gov.uk	Enforcement Action Taken: <input checked="" type="checkbox"/> Informal Action - summary of necessary action listed opposite <input type="checkbox"/> Letter to follow <input type="checkbox"/> Statutory Notice(s) (specify) <input type="checkbox"/> Revisit to follow (specify target date) <input type="checkbox"/> Other (specify)

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Date 18 03 2015

Time 11 10

M V S

Continuation Sheet for

Location Name and Address PAUL HILL 20 WEST HARTWOOD STREET

Summary of Action to be Taken: Key: A = Legal Requirement B = Recommendation

Action Key

A111

Revised and update food safety management system (super food better business booklet) so that it is relevant and accurate for the food safety hazards and controls in this business.

A11 Pest proof the area above the front door in the basement = holes in the plastic tonight need to be filled to prevent pest entry.

A1 Update allergy matrix to show the allergenic ingredients present in all the foods you sell. Salads, sandwiches and soups currently outstanding.

A1V Provide refresher training for staff on amended food safety procedures.

A1 Provide copy of most recent pest control report (if a contract is in place).

Officer(s) (in capitals)

Signature(s) Tel No:

Contact in case of dispute, my Line Manager Tel No:

environmentalhealth@edinburgh.gov.uk

Record of Inspection / Visit carried out under Food Safety Act 1990 and/or Food Hygiene (Scotland) Regulations 2006 and/or Health & Safety at Work etc Act 1974

M	V	S				
07	04	2025	Time	11	00	

Trading Name: PAUL HICID Address: 20 WEST MANTLAND STREET Post Code: EH12 5GA Tel No: Mobile Vehicle reg no: Person Seen: Position: MANAGER Food Business Operator/Employer: Email contact: paul.hicid@edinburgh.gov.uk Details of Head Office:		Purpose of Visit: <input type="checkbox"/> Inspection <input checked="" type="checkbox"/> Revisit <input type="checkbox"/> Other Key Points Discussed and Summary of Action to be Taken Key: A = Legal Requirement B = Recommendation	
Food Hygiene Area Inspected <input type="checkbox"/> whole <input type="checkbox"/> part <input type="checkbox"/> process (detail) Food Standards Area Inspected <input type="checkbox"/> whole <input type="checkbox"/> part (detail) Samples Taken (details opposite): <input type="checkbox"/> Records Examined: Food Hygiene: <input checked="" type="checkbox"/> FSMS <input checked="" type="checkbox"/> Temp (prod) <input checked="" type="checkbox"/> Temp (equip) <input type="checkbox"/> Pest <input type="checkbox"/> Clean <input type="checkbox"/> Training <input type="checkbox"/> Trade Waste 27/3/25 Food Standards: <input checked="" type="checkbox"/> Labelling <input type="checkbox"/> Qual Sys <input type="checkbox"/> Prod process <input type="checkbox"/> Traceability <input type="checkbox"/> Presentation <input type="checkbox"/> Other Health & Safety: <input type="checkbox"/> Allergen Management <input type="checkbox"/> Policy <input type="checkbox"/> Risk Assessment <input type="checkbox"/> Accident Book <input type="checkbox"/> Other		Action Time Key Scale A 11 These rules require more detail - need to repeat hazards and controls in this business. Allergy management section needs to be completed. sign and date house rules and allergy advice for validity. A 1 You are now preparing food for direct sale = filled cabinets. These items require labelling with name, full ingredient list and allergens highlighted.	
Enforcement Action Taken: <input checked="" type="checkbox"/> Informal Action - summary of necessary action listed opposite <input type="checkbox"/> Letter to follow <input type="checkbox"/> Statutory Notice(s) (specify) <input type="checkbox"/> Revisit to Follow (specify target date) <input type="checkbox"/> Other (specify)		Officer(s) (in capitals) Signature(s) Tel No.@edinburgh.gov.uk Contact in case of dispute, my Line Manager is: environmentalhealth@edinburgh.gov.uk Environmental Health, G1 Waverley Court, 4 East Market Street, Edinburgh EH8 8BG	