



Public Protection (food & safety)
Food Premises Inspection Report

Name of Business:	Ihsan Bakery
Address of food business:	37 St Stephens Square, Norwich, NR1 3SS
Date of Inspection:	28 April 2014
Risk Rating Reference	14/00320/FOOD
Inspection Reference	EH14/15192
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Type of Premises:	Restaurant and Caterers - Other
Areas Inspected:	Main kitchen
Records Examined:	None Available
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed with within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

The Law

The report relates to the following legislation:

Food Safety Act 1990 (as amended)

Regulation (EC) No 178/2002 applied by The General Food Regulations 2004 (as amended)

Regulation (EC) No 852/2004 and No 853/2004 applied by Regulation 19(1) of the Food Safety and Hygiene (England) Regulations 2013.

Health and Safety at Work Etc. Act 1974 and related regulations.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice

(**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

Please Note

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

FOOD SAFETY

How we calculate your new Food Hygiene Rating:

Compliance Area	You Score					
Food Hygiene and Safety	0	5	10	15	20	25
Structure and Cleaning	0	5	10	15	20	25
Confidence in management & control systems	0	5	10		20	30
Your Total Score	0 – 15	20	25 – 30	35 – 40	45 – 50	> 50
Your Worst Score	5	10	10	15	20	-
Your Rating is	5	4	3	2	1	0

Your Food Hygiene Rating is 4 – a good standard



This space is reserved for your Right of Reply

- You have a 'right to reply' in respect of this food hygiene rating. This allows you to explain what improvements you have made or to offer an explanation for the standards we found at the time of this inspection.
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- Your new rating will be displayed here and on your website listing
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

General description of the business

Home caterer making spelt flour and rye flour breads and cakes for local distribution.

Food Hygiene

N.B. There was no catering taking place at the time of the inspection, however food procedures were discussed in detail.

Summary:

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

Contamination Risks

1. The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals
(Contravention):

- There was a washing machine located in the kitchen.

2. I recommend that you reserve the kitchen for business use only when catering.
(Recommendation)

Hand-washing

3. I was pleased to see that there was a bowl available for hand washing separate from the single drainer sink. **(Observation)**

Personal Hygiene

4. I was pleased to see that you wear suitable protective clothing (apron and scarf) when catering. **(Observation)**

Temperature Control

5. The following matters exposed food to the risk of bacterial growth or survival
(Contravention):
 - Food at the front of the refrigerator shelves was held at 10°C. Adjust the refrigerator temperature so that food is held below 8°C, ideally between 0 and 5°C.
6. I recommend that you obtain an independent thermometer to monitor refrigerator temperature. **(Recommendation)**

Structure and Cleaning

Summary:

The structure, facilities, cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are satisfactory. The minor contraventions require your attention. **(Score 5)**

Cleaning

7. I was pleased to see that the kitchen was clean. **(Observation)**

Maintenance

8. I was pleased to see that the kitchen was well maintained. **(Observation)**

Facilities and Structural Provision

9. The following facilities were inadequate or absent and must be provided or improved **(Contravention)**:
- The kitchen has a single sink.
10. I recommend that you always provide a bowl for hand washing when catering. **(Recommendation)**

Confidence in ManagementSummary:

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Documented Food Safety Management System

11. Your documented Food Safety Management System was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards. **(Contravention)**
12. I would strongly recommend you choose 'Safer Food Better Business' as your food safety management system. **(Recommendation)**
13. I was pleased to hear that you had obtained a SFBB pack. **(Observation)**
14. I recommend that you locate it and complete relevant sections. **(Recommendation)**
15. If necessary you can download a printer friendly Safer Food Better Business pack and refill diary pages from the FSA website:
www.food.gov.uk/business-industry/caterers/sfbb
 Contact us for details of our workshops on 01603 212747 **(Information)**

Training

- 16.** Food Hygiene Level II training or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate.
(Recommendation)

Allergies

- 17.** In 2014 new Food Information rules will require food businesses to provide allergy information on unpackaged food sold from all catering outlets including takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There will also be changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Food Standards Agency website.
<http://allergytraining.food.gov.uk/english/in-the-restaurant/>
It's best to be prepared. If you can, make these changes now. **(Information)**