

## Public Protection (food & safety) Food Premises Inspection Report

Name of Business:	Linzers Bakery
Address of food business:	31 Earlham West Centre, Norwich, NR5 8AD
Date of Inspection:	30 March 2015
Risk Rating Reference	15/00196/FOOD
Inspection Reference	EH15/10994
Type of Premises:	Small retailer
Areas Inspected:	All
Records Examined:	None
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 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

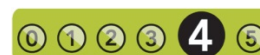
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

## FOOD SAFETY

### How we calculate your new Food Hygiene Rating:

Compliance Area	You Score					
Food Hygiene and Safety	<b>0</b>	5	10	15	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	5	<b>10</b>		20	30
<b>Your Total Score</b>	0 – 15	<b>20</b>	25 – 30	35 – 40	45 – 50	> 50
<b>Your Worst Score</b>	5	<b>10</b>	10	15	20	-
<b>Your Rating is</b>	5	<b>4</b>	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](http://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](http://www.norwich.gov.uk/foodhygieneratings)

### General description of the business

A bakers serving savoury hot and cold baked goods, cakes and freshly prepared rolls/sandwiches for the local community.

### **Food Hygiene**

#### Summary:

Food hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

#### Contamination Risks

1. I was pleased to see that :- **(Observation)**
  - Raw bacon was stored at the bottom of the fridge.
  - All foods were wrapped and dated in the fridges.

#### Hand-washing

2. I was pleased to see that the wash hand basin was fully equipped with hot water, soap and towels. **(Observation):**

#### Personal Hygiene

3. I was pleased to see that staff were aware of the need to stay off work for at least 48 hours symptom free following any gastro-intestinal illness. **(Observation)**

#### Temperature Control

4. I was pleased to see that fridges and freezers were running at correct temperatures. **(Observation)**

### **Structure and Cleaning**

#### Summary:

The structure, facilities, cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

#### Cleaning

5. The following items were dirty and require more frequent and thorough cleaning. **(Contravention):**

- Inside bottom of Lec freezer.
- Window sill behind Creda cooker.
- Cobwebs were seen to the toilet cistern.
- Underneath plastic drainer rack in the servery.
- Cobwebs were seen to the ceiling in the toilet lobby.

6. I recommend that you purchase a sanitiser that conforms to British Standards. There are two officially recognised laboratory standards for assessing the effectiveness of disinfectants against a range of micro-organisms, these are

- BS EN 1276: 1997
- BS EN 13697: 2001.

These standards demonstrate that a disinfectant is capable of reducing the levels of a range of bacteria including E.coli under test at a particular temperature, dilution and contact time. This information will be on the product's label.

**(Information / Recommendation)**

### Maintenance

7. The following items/areas had not been maintained in good repair and condition. **(Contravention):**

- Condensation and mould was seen to the walls behind where the crisps are stored and the electric cupboard, also to the walls of the toilet and the toilet lobby.
- Cracked tiles to wall behind where the sealer and the bread slicer is sited.

8. I recommend that walls are treated with anti-fungal paint to inhibit the growth of mould on the wall surfaces. **(Information / Recommendation)**

### Confidence in Management

#### Summary:

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. You have a satisfactory track record. 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

9. The following are examples of where your documented Food Safety Management System said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do. **(Contravention):**
- It states in your pack that there was no raw meat on the premises.
  - It states in your pack that all structural damage is seen to straight away.
10. I recommend that you go through your SFBB pack and update it. **(Information / Recommendation)**

### Training

11. I recommend that you attend a food hygiene level 2 training course or its equivalent. **(Recommendation)**
12. [www.cieh-coursefinder.com](http://www.cieh-coursefinder.com) provides a list of accredited trainers **(Information)**

### Allergies

13. New legislation requires 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 Trading Standards website: [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc) **(Information)**