

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Kloud Nine
Address of food business:	81 Rosary Road, Norwich, NR1 1TG
Date of Inspection:	8 May 2015
Risk Rating Reference	15/00275/FOOD
Inspection Reference	EH15/15150
Type of Premises:	Mobile food unit
Areas Inspected:	Main kitchen / van
Records Examined:	FSMS / SFBB
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	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	5	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 5 – a very 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

<u>General description of the business</u> Large scale events caterer, serving burgers and vegetarian food.
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Food Hygiene

There was no food preparation taking place at the time of the inspection. However, food procedures were discussed in detail and were found to be good.

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 there were separate storage areas for raw meat and ready to eat food. **(Observation)**

Hand-washing

2. I was pleased to see that separate hand washing facilities were available. **(Observation):**

Personal Hygiene

3. I was pleased to see that staff tie their hair back and wear protective aprons when catering. **(Observation)**

Temperature Control

4. I was pleased to see that temperature control was fully understood, monitored and recorded. **(Observation)**

Practices

5. I was pleased to hear that the food business is well planned and procedures were good. **(Observation)**

Structure and CleaningSummary:

The structure, facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. You have effective pest control. Procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

Cleaning

6. I was pleased to see that the kitchen and van were clean. **(Observation)**

Maintenance

7. I was pleased to see that the van and equipment was well maintained.
(Observation)

Facilities and Structural Provision

8. I understand that when facilities in the van and the field kitchen are not sufficient, you hire cold storage and other facilities, as required. **(Observation)**

Confidence in Management

Summary:

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood, properly controlled, managed and reviewed. Your staff are suitably supervised and trained. There are some minor contraventions which require your attention. **(Score 5)**

Documented Food Safety Management System

9. The following safe methods had not been written down in your SFBB pack / documented food safety management system. **(Contravention):**
- The cross contamination, cleaning, chilling, cooking and management sections had not been completed.
10. The following management sections in your SFBB pack / documented food safety management system were either missing or incomplete. **(Contravention):**
- You must keep a diary for events attended.
11. I was pleased to see that: **(Observation)**
- you have some FSM documents and a SFBB pack
 - staff training records had been completed.
12. I recommend that you use the SFBB diary pages or other diary to complete the opening and closing checks, and to record matters related to food safety, e.g. complaints, staff sickness, equipment breakdown, corrective actions, etc.
(Recommendation)

Training

13. I was pleased to find that the food business operating were trained to food hygiene level III standard. **(Observation)**

Allergies

14. 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

(Information)