

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Number 17
Address of food business:	17 Colegate, Norwich, NR3 1BN
Date of Inspection:	4 August 2015
Risk Rating Reference	15/00457/FOOD
Inspection Reference	EH15/24550
Type of Premises:	Hotel / guest house
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 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

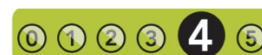
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

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	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

Guest house serving hot and cold breakfast to guests and cafe serving home made cakes to the local community.

Food HygieneSummary:

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)**

Hand-washing

1. I was pleased to see that there was hot water, soap and hygienic hand drying facilities at the wash hand basin. **(Observation):**

Personal Hygiene

2. The following items were examples of poor personal hygiene or where it was made difficult for food handlers to maintain high levels of personal cleanliness **(Contravention):**

- A food handler was seen wearing stoned rings and bracelets. Food handlers should not wear jewellery that could present a risk of contamination.

Temperature Control

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

Structure and CleaningSummary:

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

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

- Seals to 'Vestfrost' fridge
- Seals to under counter fridge.

5. I was pleased to see that: **(Observation)**

Read this report on our website www.norwich.gov.uk/foodhygieneratings

- your sanitiser conformed to British Standards BS EN 1276:1997;
- generally the premises was cleaned to a high standard.

Facilities and Structural Provision

6. The following facilities were inadequate or absent and must be provided or improved **(Contravention)**:
- Fly screens to the skylight windows as these were open on my inspection.

Confidence in Management

Summary:

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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

7. You had not written down the procedures you have in place to ensure your food is safe. Put in place a documented system (such as HACCP or SFBB) that identifies the hazards to food at every stage and the methods you use to control them at points which are critical to food safety. **(Contravention)**
8. A Safer Food Better Business pack has been left at the reception in City Hall. **(Information)**

Training

9. I recommend you attend a refresher course in food hygiene level 2. **(Recommendation)**
10. www.cieh-coursefinder.com provides a list of accredited trainers **(Information)**

Allergies

11. 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)**