

## Public Protection (food & safety)

### Food Premises Inspection Report

Name of Business:	Abellio Greater Anglia
Address of food business:	Norwich Railway Station, Station Approach, Nch, NR1 1EF
Date of Inspection:	7 September 2015
Risk Rating Reference	15/00526/FOOD
Inspection Reference	EH15/29000
Type of Premises:	Manufacturers & Packers
Areas Inspected:	Main kitchen / storeroom
Records Examined:	FSMS
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

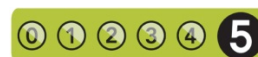
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

## 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
<b>Your Total Score</b>	<b>0 – 15</b>	20	25 – 30	35 – 40	45 – 50	> 50
<b>Your Worst Score</b>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	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](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

Assembling, wrapping and storing sandwiches etc for customers of Abellio Greater Anglia trains.

## **Food Hygiene**

### 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 contamination **(Contravention)**:
  - Aluminium foil had been needlessly wrapped around a serving tray. This can tear and contaminate food.
2. The following exposed ready-to-eat food or its packaging to the risk of cross-contamination with *E.coli* 0157 bacteria and/or other harmful pathogens from raw meat or unwashed raw vegetables **(Contravention)**:
  - You were relying on your supplier washing your salad vegetables but could not demonstrate this was necessarily being done. As an added precaution ensure you wash tomatoes and cucumbers before preparing them.

### Personal Hygiene, Hand-washing and Infection Control

3. I was pleased to see that standards of personal hygiene were high. **(Observation)**:
4. The food and safety section has a hand-washing kit which you might like to borrow in order to demonstrate the principles of correct hand-washing to your staff. Contact the Duty Officer on 01603 212747 for more information. **(Information)**
5. I was satisfied that you had suitable procedures in place to ensure that any member of staff known or suspected to be a carrier of a food-borne disease (including vomiting, diarrhoea, skin infection, sores and open wounds) was excluded from working in any food handling area until they had been symptom free for 48 hours. **(Observation)**

### Temperature Control

6. I was pleased to see that you were able to limit bacterial growth and/or survival by applying appropriate controls at points critical to food safety and that you were diligently monitoring temperatures **(Observation)**:

### Practices

7. I would recommend that you wash salad vegetables using a proprietary tablet sanitiser. **(Recommendation)**

### **Structure and Cleaning**

#### **Summary:**

The structure, facilities and standard of 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 adequate. The minor contraventions require your attention. **(Score 5)**

#### **Cleaning**

8. The following items were dirty and require more frequent and thorough cleaning **(Contravention)**:
- Dirt had accumulated at the threshold to the preparation room.
  - There was a small amount of dirt on the handle to the hot water tap where the indicator plate was missing.
9. I recommend that you keep old stock off the floors in the storeroom to aid cleaning. **(Recommendation)**

#### **Maintenance**

10. I was pleased to see that the premises had been well maintained. **(Observation)**

#### **Facilities and Structural Provision**

11. I was pleased to see that adequate facilities had been provided. **(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 records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

#### **Documented Food Safety Management System**

12. The following matters are needed in order to demonstrate your food safety management system is working as it should **(Contravention)**:
- There was a FSM system in place but this had not been reviewed recently. Review your plan as a matter of urgency and thereafter conduct regular reviews.

- Look again at the labelling on the food you manufacture. For instance, you will need to include the gluten present in bread as a potential allergen on your sandwich packs.
  - Occasional checks should be made to ensure your cooking time/temperature setting for sausage rolls is sufficient (ie is able to achieve a core temperature of 75°C) and a record of these checks made. This would be equivalent to the 'prove it' records in the Safer Food Better business pack.
13. Your HACCP policy appears comprehensive but has been neglected in recent years. Although the policy document existed and procedures were in place, I had no sense this was a 'living' document. For this reason (and because your operation has been simplified with the removal of the restaurant cars), I would strongly recommend you use 'Safer Food Better Business' (SFBB) as your day to day documented system as it is far easier to manage and review and is simple enough that food handlers can take ownership of it. **(Recommendation)**

### Training

14. I was pleased to see that food handlers were suitably trained and/or supervised during food Food Hygiene operations. **(Observation)**
15. You may wish to provide your existing food handlers with refresher training or train new entrants. Our Duty Officer on 01603 212747 can furnish you with details of the courses we provide. **(Information)**
16. [www.cieh-coursefinder.com](http://www.cieh-coursefinder.com) also provides a list of accredited trainers in the local area. **(Information)**

### Allergies

17. As a matter of urgency review the allergy information you provide on food packaging as it is lacking. For instance the gluten present in bread was not listed as a potential allergen on your sandwich packs. **(Contravention)**
18. Legislation requires food businesses to provide allergy information on unpackaged food. This applies to food sold from all catering outlets including restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There has also been 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)**