

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Kind Food
Address of food business:	Stalls 124 - 125 Market Place, Norwich, NR2 1NE
Date of Inspection:	23 October 2015
Risk Rating Reference	15/00604/FOOD
Inspection Reference	EH15/33610
Type of Premises:	Small retailer
Areas Inspected:	All
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	0 – 15	20	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 3 – a generally satisfactory 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

Bakery stall retailing gluten free, dairy free and vegan bread and cakes made at their own home bakery.

Food Hygiene

Summary:

Food hygiene standards are generally satisfactory and being maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

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):
 - Cakes and bread were displayed uncovered and there were no sneeze guards on part of the front and the sides of the stall.
2. I was pleased to hear that you plan to install sneeze guards around the stall and fill in one side of the stall. **(Observation)**
3. I recommend that you cover cakes and bread to protect them from contamination.
(Recommendation)

Hand-washing

4. The following evidence showed you were failing to manage hand-washing operations and that as a consequence food was exposed to the risk of contamination with harmful bacteria such as *E.coli* 0157. **(Contravention):**
 - There was no hand wash basin on the stall.
5. I was pleased to see that you had provided yourself with two bowls, a container of water, kettle, hand wash soap and blue towel hand washing and cleaning.
(Observation)
6. I was pleased to hear that you plan to have a hand wash basin and a hot water supply installed in the near future. **(Information)**

Personal Hygiene

7. I was pleased to see that the food handler was wearing an apron. **(Observation)**
8. I recommend that hats are provided for food handlers. **(Recommendation)**

Temperature Control

9. I was pleased to see that the chilled display unit was holding quiche and pastry at 5.6°C. **(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

10. I was pleased to see that the stall was clean. **(Observation)**

Facilities and Structural Provision

11. The following facilities were inadequate or absent and must be provided or improved. **(Contravention):**

- Hand washing facilities, a permanent hand wash basin must be provided.
- Sneeze guards must be installed around the stall.

12. I was pleased to see that the stall has been generally refurbished to a high standard. **(Observation)**

13. I was pleased to hear that panels will be installed between the units and the floor once the plumbing work has been done. **(Observation)**

Confidence in Management

Summary:

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Written records need to be established as deficiencies were identified. 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

14. Your document 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)**
15. Your business is low risk and so your written procedures need not be elaborate. However, there must be some documentation and would suggest; rules of hygiene (including how and when staff wash their hands and your exclusion policy); cleaning schedule; date coding; pest reports. **(Contravention)**

16. I was pleased to see that you had a daily incident log available. However, there were no entries on it. **(Observation)**

Allergies

17. 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
(Information)