

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Crusty Corner
Address of food business:	38 Bell Road, Norwich, NR3 4RA
Date of Inspection:	19 November 2015
Risk Rating Reference	15/00723/FOOD
Inspection Reference	EH15/36981
Type of Premises:	Manufacturers and packers
Areas Inspected:	All
Records Examined:	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	0 – 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 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

General description of the business

Bakers serving hot and cold snacks, freshly prepared rolls and sandwiches and cakes to 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)**

Hand-washing

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

Personal Hygiene

2. I was pleased to see that: **(Observation)**
 - staff were aware of the need to stay off work for at least 48hrs symptom free following any gastro-intestinal illness;
 - staff wore clean protective overclothing.

Temperature Control

3. I was pleased to see that fridges and freezers were running at correct temperatures. **(Observation)**
4. I recommend that: **(Information / Recommendation)**
 - To ensure the effectiveness of temperature monitoring, probe thermometers should be calibrated at least monthly. This can be done through inserting the probe into water which is actively boiling. The temperature should be 100°C. Most probe thermometers have a variability allowance of +/- 1°C, which is acceptable.
 - You monitor and record temperatures of the new fridges and freezers and not rely on the display unit as these can be unreliable.

Practices

5. I recommend that: **(Information / Recommendation)**
 - You date label open foods, ie mayonnaise, Thousand Island dressing, pasta alla Genovese, of when open to aid good stock control.
 - Food, ie flour, is not stored on the floor. At the time of my visit flour was being stored on the floor of the bakery.

Structure and Cleaning

Summary:

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

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

- Seals to the Xtra fridge
- Seals to the Whirlpool freezer
- Seals to the Fridgemaster fridge
- Seals to the Lec bakers fridge were visibly mouldy
- Grouting to wall tiles above the mains electric switch in the bakery
- Interior drawer of the Whirlpool upright fridge
- Container storing salt and improver.

Maintenance

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

- Handle was missing to the Whirlpool freezer
- Split seals to the Lec bakers fridge
- Grid to drain under the wash hand basin in the bakery
- Flaking paint to walls in the bakery
- Cracked tiles to the wall behind the Whirlpool fridge
- Seals split to the Upright Whirlpool fridge
- Handle missing to the upright Whirlpool fridge.

Facilities and Structural Provision

8. I recommend that you resite the electric fly killer. It should be situated in an area away from main light sources and food preparation surfaces. (Information / Recommendation)

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

9. The following management sections in your SFBB pack / documented food safety management system were either missing or incomplete. **(Contravention)**:
- Saturdays and Sundays in the diary had not been completed.
10. I was pleased to see that you use Safer Food Better Business as your food safety management system. **(Observation)**
11. I recommend that: **(Information / Recommendation)**
- you audit your cleaning schedule and just use one;
 - you add the cleaning of the fridge and freezer upstairs to the cleaning jobs chart on the wall in the upstairs kitchen.

Proving Your Arrangements are Working Well

12. The following matters are needed in order to demonstrate your food safety management system is working as it should **(Contravention)**:
- Recording of maintenance issues, ie handles missing from the Whirlpool fridge and freezer, split seals to the fridges

Training

13. I was pleased to see that staff have up to date food hygiene level 2 certificates. **(Observation)**

Allergies

14. 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)
15. I was pleased to see your allergen information is very good and up to date. **(Observation)**