

Public Protection (food & safety)

Food Premises Inspection Report

| | |
|------------------------------|-----------------------------------|
| Name of Business: | Love Lunch |
| Address of food business: | 98 Silver Road, Norwich, NR3 4TE |
| Date of Inspection: | 29 January 2016 |
| Risk Rating Reference | 16/00156/FOOD |
| Inspection Reference | EH16/2119 |
| Type of Premises: | Manufacturers and Packers |
| Areas Inspected: | All |
| Records Examined: | Safer Food Better Business (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

| |
|--|
| <u>General description of the business</u> |
|--|

| |
|--|
| Manufacturer of sandwiches for sale through sandwich rounds in and around Norwich. |
|--|

Food Hygiene

No food was being prepared at the time of the inspection so I am unable to comment on handling practices.

Summary:

Food hygiene standards are excellent. You demonstrated full compliance with legal requirements. You have the necessary control measures to prevent cross-contamination in place. **(Score 0)**

Contamination Risks

1. I was pleased to see that each fridge is designated for a given purpose e.g. storage of prepared sandwiches, defrosting pre-cooked meats, storage of salad items etc. minimising the risk of cross contamination. **(Observation)**

Hand-washing

2. I was pleased to see that you have a hand wash basin provided with hot and cold water, anti-bacterial soap and paper towels. **(Observation)**

Personal Hygiene

3. I was pleased to note that staff are provided with tabbard style aprons when preparing sandwiches and long hair is tied back. **(Observation)**

Temperature Control

4. I was pleased to see that the fridges were operating at temperatures below 8°C. **(Observation)**
5. I recommend that you record temperature checks in your SFBB diary. **(Recommendation)**
6. I suggest you place a small container of water in each fridge unit and use this to monitor the "food" temperature within the unit with your probe thermometer. **(Information)**

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

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

- Extraction system canopy.

Maintenance

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

- The painted surfaces in the rear store room affected by condensation mould.
- Defective vinyl floor tiles - sandwich preparation room.
- Small number of chipped glazed wall tiles- sandwich preparation room.

9. I was pleased to note that you re-decorate rear store area annually (Easter) and regularly clean the surfaces to contain/minimise mould growth. **(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. There are some minor contraventions which require your attention. **(Score 5)**

Documented Food Safety Management System

10. I was pleased to see that you use Safer Food Better Business as your food safety management system and are using the diary pages to the pack to record opening and closing checks. **(Observation)**

Proving Your Arrangements are Working Well

11. The following matters are needed in order to demonstrate your food safety management system is working as it should **(Contravention)**:

- Prove it records - temperature monitoring of foods in chilled storage and on completion of cook.
- Maintenance log.

Allergies

12. 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)**