

Public Protection (food & safety) Food Premises Inspection Report

Name of Business:	Cafe Britannia at the Guildhall
Address of food business:	Guildhall, Gaol Hill, Norwich, NR2 1JP
Date of Inspection:	11 March 2016
Risk Rating Reference	16/00224/FOOD
Inspection Reference	EH16/9146
Type of Premises:	Restaurant/Cafe/Canteen
Areas Inspected:	All
Records Examined:	SFBB, cleaning schedule
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

Traditional english cafe serving a selection of homemade and locally sourced foods 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)**

Contamination Risks

1. I was pleased to see that you store raw bacon at the bottom of the fridge and have all foods adequately wrapped or placed in lidded containers with day dots applied. **(Observation)**

Hand-washing

2. I was pleased to see that the hand wash basins were provided with hot water, liquid soap and paper towels for hygienic drying of hands. **(Observation)**

Personal Hygiene

3. I was pleased to see that disposable hairnets are provided for all staff working in the kitchen. **(Observation)**
4. I recommend that you review your SFBB sheets relating to Personal Hygiene and staff uniforms due to the recent employment of male staff, with particular reference to use of hairnets and hats. **(Recommendation)**

Temperature Control

5. I was pleased to see that you monitor the temperature of foods in chilled storage. You must extend your monitoring to include the cook temperature of high risk foods produced using your new Rational oven. **(Observation)**

Practices

6. The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration **(Observation):**
 - Unlabelled cellophane wrapped scones were stored in the larder freezer.
7. I recommend that for stock rotation purposes you date each packet of scones as they are placed in the freezer. I understand that some scones are frozen on the day of delivery if not required. **(Recommendation)**

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

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

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

- Legs to the bench unit in the wash up area.

9. I was pleased to see that the premises was found to be in a clean condition. **(Observation)**

Maintenance

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

- Crack to ceiling in wash up area.
- The pitted wall covering behind shelves in the kitchen and wash up area.
- Uneven surface to edges of ramps where they abut the walls/floor of the room.

11. I was pleased to see that the premises was generally well maintained. **(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 management sections in your SFBB pack / documented food safety management system were either missing or incomplete. **(Contravention):**

- Cleaning schedule had not been completed.

13. I was pleased to see that you keep a cleaning rota which is initialled by the member of staff responsible. **(Observation)**

14. I recommend that you complete the cleaning schedule for all major parts of the structure and pieces of equipment so that this can be used as a training tool for new members of staff. **(Recommendation)**

Allergies

15. 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)**