Introduction

The report has been divided into the three areas which you are scored against: food hygiene and safety procedures, structural requirements and confidence in management/control procedures. Each section begins with a summary of what was observed and the score you have been given. Details of how these scores combine to produce your overall food hygiene rating are shown in the table on the next page. You can use the table to see where you have done well and where improvements can be made.

Sections identifying health and safety and public health concerns may be included at the end of the report, these do not form part of your food hygiene rating.

Relevant 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

What you must do to comply with the law

The report may include contraventions - matters which do not comply with the law (Contraventions). You must address all of the contraventions identified; failure to do so could result in legal action being taken against you.

As a guide, contraventions relating to cleaning, temperature control and poor practice, should be dealt with straight away. Contraventions relating to structural repairs, your food safety management system and training, should be completed within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise stated.

To assist you the report may also include observations of current practice (Observation), useful information (Information) and recommend good practice (Recommendation).

Disclaimer

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.
FOOD SAFETY

How we calculate your Food Hygiene Rating:

<table>
<thead>
<tr>
<th>Compliance Area</th>
<th>You Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Hygiene and Safety</td>
<td>0  5 10 15 20 25</td>
</tr>
<tr>
<td>Structure and Cleaning</td>
<td>0  5 10 15 20 25</td>
</tr>
<tr>
<td>Confidence in management &amp; control systems</td>
<td>0  5 10 15 20 25</td>
</tr>
</tbody>
</table>

| Your Total score | 0 - 15 | 20 | 25 - 30 | 35 - 40 | 45 - 50 | > 50 |
| Your Worst score | 5  | 10  | 10  | 15  | 20  | - |

Your Rating is 3 - a generally satisfactory standard

Appealing your rating
- Discuss the rating with the inspector
- Enter your appeal within 14 days of this notification
- For full details and the form visit www.norwich.gov.uk/foodhygieneratings

This space is reserved for your Right of Reply
- You have a 'right to reply'. This allows you to explain what improvements you have made or to explain the standards we found at the time of this inspection.
- For full details and the form visit 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.
- For full details and the form visit www.norwich.gov.uk/foodhygieneratings
General description of the business
Canteen serving cooked breakfasts, lunches and hot and cold snacks to the local community

1. FOOD SAFETY

Food Hygiene

Summary:
Food hygiene standards are generally satisfactory and 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)

Personal Hygiene
The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness. (Contravention)

- At the time of my inspection it was noted that family members were in the kitchen. You must ensure that all persons in food handling areas wear suitable, clean and where appropriate, protective clothing

Poor Practices
The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration (Observation)

- Salad was being stored in a cardboard box in fridge numbered 2. Absorbent containers ie cardboard boxes, must not be used for the storage of foods in refrigeration units, as they are not capable of being effectively cleaned
- Tomato sauce was being stored at room temperature. The manufacturer’s recommendation is that such products are refrigerated once open
- Mushy peas were being stored in an open tin in the fridge. Once opened, canned food which is to be stored be transferred to plastic lidded containers, designed for the storage of food, to prevent chemical contamination of the food
- I recommend that you label your own domestic foods stored in your commercial fridges and freezers. There is a presumption in food law that all foods stored on a food business are part of that business and need to be stored and labelled accordingly to satisfy the inspecting officer it complies with legal requirements
- Personal belongings ie tobacco, mobile phone and a bunch of keys were being stored on a work surface. I recommend that personal items are stored in a plastic lidded container
**Recommendations**
To further improve standards I recommend the following (Recommendation):

- That you cook food to a core temperature of 75° This can be taken with your probe thermometer.
- 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 boiling actively. The temperature should be 100°. Most probe thermometers have a variability allowance of +/- 1° which is acceptable
- You put up a hand towel dispenser for the wash hand basin
- That your eggs are stored in the fridge
- You sanitise your chopping board that you use for raw meat with a sanitiser

**Good Practice**
I was pleased to see that (Observation):

- You had a separate fridge for raw food ie meat
- You had a separate cling film for use for meat
- You had a separate area dedicated for meat preparation followed by a 2 stage clean
- Food handlers were wearing clean protective clothing
- Fridge and freezers were running at correct temperatures

2. **Structure and Cleaning**

**Summary:**
The structure facilities and standard of 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 of Structure**
The following structural items were dirty and require more frequent and thorough cleaning (Contravention)

- The air vent above fridges numbered 1 and 2
- Pipes underneath the wash hand basin

**Cleaning of Equipment and Food Contact Surfaces**
The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding (Contravention)

- Seals to fridges numbered 1 and 2
• More attention is needed to the wall/floor junctions to the premises
• Table top can openers
• Bucket of dirty water
• Ridges to doors of fridges numbered 1 and 2

Maintenance
The following items had not been suitably maintained and must be repaired (or replaced) (Contravention)

• Hole to wall behind the wash hand basin
• Hole to wall underneath the wash hand basin used for extension leads
• Hole to wall next to where the Kenwood mixer is housed
• Edge to shelf in kitchen needs to be sealed/painted/treated to leave a smooth impervious surface so it is easy to clean

Recommendations
To further improve standards I recommend the following (Recommendation):

• The premises is cluttered and disorganised. I recommend that disused equipment is discarded, non-food items are stored elsewhere (not in a food room) and stock is stored neatly.

3. Confidence in Management

Summary:
There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. 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)

Food Hazard Identification and Control
The following pre-requisite have not been met and prove your Food Safety Management System is ineffective (Contravention)

• Cleaning needs to be more thorough
• Maintenance issues need to be addressed ie holes to the walls need to be filled in and made good
• Fire extinguishers need to be mounted on the wall correctly
Proving Your Arrangements are Working Well

The following management sections in your SFBB pack were not being used or the records were missing (Contravention)

- Cleaning Schedule

Recommendations
To further improve standards I recommend the following (Recommendation):

- You insert the cooking safe guidance of rotisserie chicken and ham into your ‘Safer Food Better Business’ pack which I have sent you by email

Good Practice
I was pleased to see that (Observation):

- You were going to do a food hygiene level 2 in the near future