



Public Protection (food & safety)
Food Premises Inspection Report

Name of Business:	Eaton Park Cafe
Address of food business:	Eaton Park South Park AvNR4 7AU
Date of Inspection:	24/05/2016
Risk Rating Reference	16/00350/FOOD
Inspection Reference	16/00133/FD_HS
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Type of Premises:	Restaurant or cafe
Areas Inspected:	Main kitchen, Front of house, Back of house
Records Examined:	Temperature control records
Details of Samples Procured:	None
Summary of Action Taken:	Informal

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:

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	15	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
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Your Food Hygiene 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

Cafe serving park users and visitor. Small cooked menu, filled sandwiches and baguettes, cakes, hot and cold drinks.

1. 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)**

Contamination risks

The following items exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects. **(Contravention)**

- packets of raw bacon next to tubs of ready to eat food in the under-counter chiller. Raw meat and its packaging should not be stored next to ready to eat food.
- wash hand basin is located directly adjacent to a food preparation surface and there is a risk of splashing contaminated water onto food and/or its packaging

Hand-washing

The following evidence indicated hand-washing was not suitably managed. **(Contravention)**

- the current location of the wash basin, tucked into the corner and hemmed in by the adjacent work surface, makes it difficult to access and hinders proper hand-washing

Recommendation

- I recommend you provide a holder for the blue roll adjacent to the wash basin.

Good Practice

I was pleased to see that

- target for chilled temperature below 5°C
- open foods kept for 3 days including day of production
- open prepared foods kept covered

- all vegetables and herbs are washed in a bowl when necessary
- disinfect sink before washing food
- frozen foods defrosted in the fridge
- chicken cooked to minimum of 75°C
- pasteurised egg used to make fresh mayonnaise
- cooked foods chilled within 1 hour

2. 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)

Maintenance

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

- walls adjacent to wash-up area stained
- hole in the plaster next to the equipment sink
- missing ceiling tiles in kitchen and wash-up area
- unfinished plaster in the kitchen corner adjacent to the wash hand basin
- unsealed wood
- hot water frequently loses pressure

Facilities and Structural provision

The following facilities were inadequate or absent and must be provided or improved
(Contravention)

- the location of the wash hand basin is unsuitable, it should be located so that it can be easily accessed

Good Practice

I was pleased to see that

- two stage cleaning process followed using anti-bacterial cleaning product and disposable cleaning cloths
- reusable cloths professionally laundered
- equipment and utensils are washed by hand and then heat-treated using a dishwasher

Observation

I understand that you are on a repair lease and are therefore responsible for the maintenance of the premises and equipment.

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. 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 matters demonstrated that you have not identified hazards to food or the methods of control at critical points of your operation **(Contravention)**

- You did not have a documented food safety management system.

Training

The following evidence indicated there was a staff training need **(Contravention)**

- Although the food handlers spoken with appeared knowledgeable with regards to food safety, it was not possible to confirm whether they had been suitably trained in the procedures which you require to keep food safe, as you did not have a documented food safety management system.

Allergens

The following evidence indicated that you have not identified all the allergens in the food you sell **(Contravention)**

- You had not recorded the allergens for all of the products that you sell

Recommendation

To improve standards I recommend the following:

- use the Safer Food Better Business (SFBB) catering pack

- attend one of our SFBB workshops during which you are given a copy of the pack to keep and are shown how to use it. Alternatively you can download the pack from the Food Standards Agency website.
- Once you have recorded your safe methods you must train all your staff accordingly and keep a record of their training.

Good Practice

I was pleased to see that

- a daily diary is kept, however as you have not recorded what your opening and closing checks are the diary is of limited value
- temperature monitoring records for chilled temperatures
- list of suppliers