

Public Protection (food & safety)
Food Premises Inspection Report

Name of Business:	Salvation Army - William Booth Day Centre
Address of food business:	34 St Giles Street Norwich NR2 1LL
Date of Inspection:	31/05/2016
Risk Rating Reference	EH14/35812
Inspection Reference	16/00382/FOOD
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Type of Premises:	Restaurant or cafe
Areas Inspected:	All
Records Examined:	SFBB, Cleaning schedule, Temperature control records, Supplier audits
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

Your Food Hygiene Rating is 5 - a very good 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

<u>General description of the business</u>
Lunch Club run Monday - Friday for 20-30 mainly elderly people. Hot meals provided daily

Food Hygiene and Safety

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

Guidance If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and 'ready to eat' foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 80°C for 15 seconds) between uses.

Ensure separate cling film dispensers are used for 'raw' and 'ready to eat' food and labelled accordingly.

Observation I was pleased you could demonstrate effective E.coli 0157 control through the complete separation of raw and ready-to-eat food, the correct use of wash-hand basins and thorough hand washing, having dedicated equipment (including complex equipment) for raw and ready-to-eat foods, thorough 2-stage cleaning and the correct use of sanitizers, and by controlling the risks posed by soil contaminated vegetables.

Hand-washing

Observation Hand washing was managed well and wash-hand basins were well stocked with hand cleaning materials.

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were diligently monitoring temperatures.

It was good to see that you had replaced the fridge in the storage room.

Structure and Cleaning

The structure facilities and standard of 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 adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

Contravention The following items could not be effectively cleaned and must be covered or made non-absorbent

- The condition of the mastic seal between the meat preparation area and wall surface is poor and can not now be effectively cleaned.

Maintenance

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

- Poor condition of mastic seal between wall and meat preparation surface

Confidence in Management

A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

Observation Ensure 'Four weekly 'review is undertaken even if the Cook is away