

Public Protection (food & safety) Food Premises Inspection Report

Name of Business:	Gosling & Guzman
Address of food business:	16 Charing Cross, Norwich, NR2 4AL
Date of Inspection:	15 June 2016
Risk Rating Reference	16/00388/FOOD
Inspection Reference	EH16/14986
Type of Premises:	Restaurant and Caterers - Other
Areas Inspected:	All
Records Examined:	Food safety management system
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
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Coffee shop take away selling speciality coffee and freshly baked cakes.
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Food Hygiene

Summary:

Food hygiene standards are high. You demonstrated a very good standard of 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. Some minor contraventions require your attention. **(Score 5)**

Contamination Risks

1. I was pleased to see that you had and were using an appropriate sanitiser compliant with BS EN 1276:1997 standards. **(Observation)**

Hand-washing

2. I was pleased to see that you had a dedicated wash hand basin, provided with soap and hygienic towel. **(Observation)**

Personal Hygiene

3. I was pleased to learn that you knew to refrain from work for at least 48 hours symptom free following gastro-intestinal upset. **(Observation)**

Temperature Control

4. I was pleased to see that **(Observation):**
 - You monitored and recorded your fridge temperatures.
 - You had a standalone fridge thermometer in order to measure the fridge temperature independently.

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

5. The following items could not be effectively cleaned and must be covered or made non-absorbent **(Contravention):**
 - Floor surface in upstairs store cupboard. This was observed to be concrete and needs to be treated/sealed in order to ensure it can be effectively cleaned.

Maintenance

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

6. The following items/areas had not been maintained in good repair and condition **(Contravention)**:
- Ceiling to upstairs store cupboard had a hole in it allowing dust etc. into the storage area. This hole needs to be repaired or a suspended ceiling installed.
7. I was pleased to see that the coffee bar area was maintained to a high standard. **(Observation)**
8. I recommend that **(Recommendation)**:
- If possible, the Flo Jet water filtered water feed is relocated to the ground floor shop area.
 - A seal is fashioned to seal the neck of the filtered water bottle when the filter is placed into it in order to feed the Flo Jet/boiler. This will prevent dust and other contaminants from entering the bottle and contaminating the water.

Confidence in Management

Summary:

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. There are some minor contraventions which require your attention. **(Score 5)**

Documented Food Safety Management System

9. I was pleased to see that you had an effective food management system which included open/closing checks and temperature recording. **(Observation)**

Allergies

10. 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)**