



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Pumpkin
Address of food business:	Norwich Railway Station, Station Approach, Norwich NR1 1EF
Date of Inspection:	19/10/2016
Risk Rating Reference	16/00610/FOOD
Premises Reference	16910/4000/0/004
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Type of Premises:	Restaurant or cafe
Areas Inspected:	Main Kitchen, Storeroom, Dry store, Front of house, Servery, Dining room
Records Examined:	Food safety management system, Temperature control records, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Cafe in railway station. Part of national chain.

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 . 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 staff 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, useful **Information, Recommendations** of good practice and reminders of **Legal Requirements** .

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:

The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. 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.

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 4 - a good standard



1. Food Hygiene and Safety

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

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- blu-tac was loosely adhering to walls above food preparation surfaces.

Observation Contamination risks were generally controlled well

Hand-washing

Contravention The following evidence indicated hand-washing was not suitably managed:

- a mop and bucket was sited in front of the dedicated wash hand basin making access difficult.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

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.

2. Structure and Cleaning

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

Contravention The following structural items were dirty and require more frequent and thorough cleaning:

- walls to rear storeroom as cobwebs could be seen.
- base of units in main counter where they meet the floor.
- flaking paint to ceiling in rear preparation room.
- damaged floor in main counter area.
- wheels to moveable equipment in main food preparation rooms.

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

- grey duct tape used to cover damaged base units behind main counter. This tape was also in poor condition and dirty.

Maintenance

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

- damaged/chipped architrave to door frames in rear corridor.
- damaged plaster in rear corridor containing upright freezers. You informed me this was due to the updating of electrical systems by the railway station management.
- missing mastic seal to base of units where they meet the floor in main serving area
- damaged black plastic trim above wall/floor joints throughout premises.
- fill old rawl plug holes in wall in food preparation room.

- missing bulkhead light in main food preparation room.

3. Confidence in Management

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)**

Proving Your Arrangements are Working Well

Contravention The following matters are needed in order to demonstrate your Food Safety management system is working as it should:

- according to your written food safety management system the premises needs to be maintained in good repair. Given the structural issues I found during my inspection this is not being followed.

Allergens

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.