



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	The Ice Cream Parlour
Address of food business:	Stall 178 Market Place NoNR2 1NE
Date of Inspection:	26/10/2016
Risk Rating Reference	16/00628/FOOD
Premises Reference	14/00194/FD_HS
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Type of Premises:	Ice cream vendor
Areas Inspected:	All
Records Examined:	None
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Ice cream stall also serving tea's and coffee to local community.

**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.

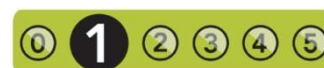
## **FOOD SAFETY**

### **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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 1 - major improvement is necessary



### **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:

- an open packet of ice cream cones stored on the floor near the ice cream freezer

#### **Hand-washing**

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

- a staff member was washing their hands in the sink marked 'food wash' only.

**Observation** I was pleased to see that staff wore gloves and used paper tissues to reduce handling/serving of your ice creams.

## Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- a carton of skimmed milk was found passed several days of the indicated 'Use by' date'. I was informed it was a staff members and not for use to customers.

**Information** It is an offence to sell or expose for sale food with an expired 'use by' date. You must check your stock daily and dispose of any out of date food.

## **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:

- high level cleaning as cobwebs were seen.
- internal walls as cobwebs were seen.
- internal surface of metal shutters as they were dusty.
- the stall was quite compact and large numbers of boxes and miscellaneous items were located under counters which made effective cleaning very difficult.

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

- bare untreated wood battens to ceiling of stall.
- bare exposed melamine to piece of cut work top used as shelving in the rafters.
- bare untreated wood used as a track runner for lighting above main ice cream freezer.
- bare untreated wood batten to wall behind hangers for staff aprons.
- a rusting paint brush was seen amongst cleaning equipment near wash hand basin.

**Recommendation** Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection. This will also make checking for signs of pests easier.

**Information** Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

#### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- internal surface of under counter ice cream freezer.

#### Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

### **3. Confidence in Management**

There is major non-compliance with legal requirements. Your food safety management system was not written down. The contraventions require your urgent attention. **(Score 20)**

#### Type of Food Safety Management System Required

**Contravention** You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Although your business is low risk you still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and hand-over diary etc.:

**Information** The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

**Information** although you have a diary and are writing 'all checks done' this is not sufficient evidence that you have a written food safety management system. A staff member also located some old daily diary pages from 2015. Again, this is not suitable evidence to support you have written systems for your staff or you to follow.

#### Training

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

- staff washing hands in the indicated 'food wash' sink only. If this is the dedicated 'hand wash' sink then you need to swap over the signage which indicates which sink is used for which purpose.

#### Allergens

**Contravention** You have not properly informed your customers about the presence of allergens in the food you handle or prepare.

**Contravention** You have not warned your customers about the potential for cross-contamination with allergens.:

**Legal Requirement** Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**Information** The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.