



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Oak Grove Community Church - Just Us And Coffee Stop
Address of food business:	70 Catton Grove Road, Norwich NR3 3NT
Date of Inspection:	01/11/2016
Risk Rating Reference	16/00642/FOOD
Premises Reference	05/00311/FD_HS
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Type of Premises:	Restaurant or cafe
Areas Inspected:	Main Kitchen
Records Examined:	SFBB, Cleaning schedule
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Community church kitchen employing standard catering practices and providing hot meals for those in need

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
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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:

- You appeared not to have any sterilising wipes to use with your probe thermometer and so could not disinfect the tip before inserting it into food.

Information The FSA has issued guidance on controlling *E.coli* 0157 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 sanitisers
- and by controlling the risks posed by soil contaminated vegetables.

Please visit: www.food.gov.uk for more information

Recommendation To further improve food hygiene safety I would suggest the following:

- separate those cutting boards used for the preparation of raw meat and vegetables from those used for ready-to-eat foods like salad vegetables, cooked meat, bread and cheese.

Observation There were a lot of people in the kitchen. To reduce contamination risks try to restrict use of the kitchen to those that have a reason to be there.

Hand-washing

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

Personal Hygiene

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

Temperature Control

Observation the temperature of the domestic fridge was very high (15° C). Although this was likely due to the door having been opened frequently you may wish to consider investing in a commercial refrigerator able to maintain cold temperatures throughout busy periods

2. 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 structural items were dirty and require more frequent and thorough cleaning:

- there was a small amount of food debris on the floor between the fridge and freezer

Cleaning Chemicals / Materials / Equipment and Methods

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.

Guidance Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

Maintenance

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

- there was a sizable crack to the wall above the entrance door to the kitchen
- the walls around the back door had chipped plaster which needed filling and making good

Recommendation Consider redecorating wall surfaces.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Some minor issues were identified relating to staff supervision and training. You are progressing towards a written food safety management system. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Type of Food Safety Management System Required

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

Recommendation We recommend you choose 'Safer Food Better Business' (SFBB) as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

Observation There was a SFBB pack on site. Bring the pack back into use.

Information You can download any missing pages from the Safer Food Better Business pack by visiting the Food Standard Agency's website:

www.food.gov.uk/business-industry/caterers/sfbb

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the

hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- The daily diary and or four-weekly reviews
- Staff training records

Observation The daily diary had not been completed since September and the four-weekly reviews were also missing

Training

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

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

- although the chefs/cooks were very experienced they were unable to show they had received any formal food hygiene training to a level that was appropriate to the business.
- food handlers were not sufficiently aware of the contents and importance of the Safer Food Better Business pack and could not identify where key information could be found

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for this course are on our website: www.norwich.gov.uk. Other local trainers can be found via www.cieh-coursefinder.com

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. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Contravention You have not yet identified the allergens present in the food you prepare and had not properly informed your customers about the allergens in the food.

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

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish

- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

Recommendation Add allergy information to your menu or use a chalk board.