

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of Business:	Highball Climbing Centre And Highball Clinic
Address of food business:	Unit 1, 3 Twickenham Road, Norwich, NR6 6NG
Date of Inspection:	03/11/2016
Risk Rating Reference	16/00657/FOOD
Premises Reference	12/00278/FD_HS
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Type of Premises:	Restaurant or cafe
Areas Inspected:	All
Records Examined:	FSMS, Temperature control records, Supplier audits
Details of Samples Procured:	None
General Description of business	Cafe serving clients and visitors of the climbing centre

### **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 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 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:

- Open cakes and pastries were displayed on the service counter. These foods either need to be packaged ready for sale or covered in order to prevent physical contamination.

#### **Temperature Control**

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- Sandwiches displayed on the counter, which were wrapped, did not contain sufficient information to indicate (the use by date or similar) the time they were put

- out for display or the time by which they must be discarded.
- Sandwiches displayed for sale outside of the temperature control can only be displayed for a maximum of 4 hours, then they either have to be refrigerated until they are sold, served or thrown away, you can only do this once.

### Poor Practices

**Observation** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- Food displayed for sale uncovered on the counter
- Sandwiches displayed for sale with no indication of the time they were put out or when they must be removed from display if not sold.

## **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

**Observation** The kitchen had been well maintained and the standard of cleaning was exceptionally high.

**Observation** The kitchen had recently been refurbished to a good standard, with only minor attention needed to some surfaces and areas, such as wall corners and some surfaces where paint was peeling or had been knocked exposing the undersurface.

### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

### Maintenance

**Observation** I was pleased to see the kitchen had recently been refurbished. I note that the equipment sink is to be replaced shortly as part of the refurbishment.

## **3. Confidence in Management**

**(Score 10)**

### Food Hazard Identification and Control

**Contravention** The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- Open cakes and pastries displayed on the counter

## Traceability

**Observation** Your records were such that food could easily be traced back to its supplier.