

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Assembly House
Address of food business:	The Assembly House, Norwich, NR2 1RQ
Date of Re-rating:	11 th July 2017
Risk Rating Reference	16/00721/FOOD
Premises Reference	16760/4000/0/001
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Type of Premises:	Restaurant or cafe
Areas Inspected:	Main Kitchen, Storeroom, Dry store, Front of house, Back of house, Served, Dining room
Records Examined:	FSMS, Cleaning schedule, Temperature control records, pest control report, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Large independent restaurant serving 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
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 new Food Hygiene Rating is 5 – a very good standard



This space is reserved for the results of your Re-rating Inspection:

Matters you attended to that improved your food hygiene rating are listed below

- Chopping boards replaced
- Fly-screens fitted to windows
- Refresher training for staff on your food safety procedures and updated this in your Safer Food Better Business pack
- Revised and improved your cleaning schedule
- In-depth allergy matrix produced for each dish
- Stock rotation and labelling system revised and improved
- Remedial works to flat roof above food storage areas
- Damaged windows replaced
- Tap to washing up sink fixed
- Printed off new Safer Food Better Business pack (SFBB) and completed all relevant sections.
- New supplemental open and closing checks implemented

The following items/areas still need attention:

- Runners to drink and milk fridge dirty

- An open window was seen above wash up sink. If this is a regular practise to increase ventilation then you will need to fit and fly-screen to prevent access by pests
- Cleaning to floor behind drinks/milk chiller particularly at base of stainless steel pillar
- Wheels to moveable equipment in main kitchen
- Wheels to moveable trollies in main kitchen
- On top of ovens
- Walls next to fire extinguishers in wash up area.
- Untreated wood batten supporting stainless steel racking in dry store. You mentioned that you may remove the false wall opening into dry store to make cleaning of this area easier.
- You need to complete the structural works to lobby from the dining area into main kitchen as there was exposed brick, untreated wood and damaged plaster.

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:

- Chopping boards were badly scored and need re-placing.
- A notice board in dessert/cake making area had peeling paper loosely adhering to it. The paper was in poor condition and may fall onto food preparation areas or open food below. This was removed when I brought it to your staff's attention.
- Although I was pleased to see some cakes covered in main dining area quite a few were uncovered and at risk of physical contamination.

Observation I was pleased you could demonstrate effective E.coli 0157 control 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, through 2-stage cleaning and the correct use of sanitisers, and by controlling the risks posed by soily vegetables.

Hand-washing

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

Personal Hygiene

Recommendation To further improve personal hygiene I suggest: That all staff including front of house staff wear hats.

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:

- floor to walk in fridge
- floor to rear corridor which contains dry store and walk-in fridge.
- ingrained dirt to base of door thresholds where they meet the floor.
- the flooring behind door propped open from kitchen into rear corridor was particularly dirty.
- there was a pool of white fluid behind this door. This may have originated from a spillage seeping through from walk-in fridge. I was also informed that there has been an issue with water leaking from the flat roof above this area. You need to investigate this pooling of fluid to see where it had originated from
- wall/floor joints in main kitchen.
- underneath cooking equipment in main kitchen. I recognise that there is some level of working debris created during service and food preparation but I believe these areas had been missed as part of your cleaning regime
- feet/wheels of moveable or static equipment in main kitchen were dirty.
- feet to moveable and fixed preparation tables in main kitchen were dirty.
- flooring around feet to equipment and preparation tables in main kitchen.
- window ledges and frames in main kitchen.
- high level cleaning to windows in dessert/cake preparation area as cobwebs could

be seen.

- milk chiller used by front of house staff was dirty. The runners were filled with debris.
- behind milk chiller used by front of house staff.
- sides and back of milk chiller used by front of house staff.
- on top of tall cooking equipment in main kitchen.
- shelving in main kitchen
- flooring to walk-in freezer.
- foot operated pedal bins were dirty

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

- a chipboard plinth was used to support a microwave in main kitchen. You need to seal/treat the chipboard to leave a surface that is easy to keep clean.
- a wood batten was used to fix a fly screen mesh in main kitchen. You need to seal or treat the wood to leave a smooth impervious surface that is easy to keep clean.

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

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.

Information Cleanliness. Your next food hygiene rating may be effected if matters raised in this report are not attended to.

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:

- wheels to moveable food trolleys were dirty.

Maintenance

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

- damaged fly screen to windows in main kitchen above clean cutlery .
- paper towel dispensers were damaged and had come away from the wall in main kitchen.
- wall/floor trim coming away from wall in main kitchen near door into rear corridor.
- flaking paint to window frames in main kitchen.
- damaged/chipped architrave throughout kitchen.
- the flooring throughout kitchen area was worn in places and gaps had started to form creating dirt traps.
- a tap was loose/wobbling to food washing sink when turned on.

Facilities and Structural provision

Observation I was pleased to see that you had recently purchased a new dish washer.

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. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

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

- you currently use Safer Food Better Business (SFBB) and some documentation to support your written systems are working. However, I did find the SFBB pack needed reviewing/auditing. I was also shown a folder which contained blank and duplicated completed safe methods. You need to amalgamate the folder with the other completed SFBB pack and have one clearly identifiable written food safety management system. As discussed, you can have appendices to your SFBB pack but they must be clear and easy to follow. I was informed that you were in process of auditing your HACCP system/documentation due to staff changes. I took your verbal assurance that you will attend to the SFBB pack/written practises and procedures urgently.
- **Recommendation:** You need to devise a 'set' date labelling system to aid stock rotation. I was pleased to see you were using coloured day stickers but there did not seem to be a robust time limit or shelf life for prepared foods.

Legal Requirement You must also ensure all staff are trained on your written food safety management systems. This would include waiting/serving staff as they enter the kitchen and serve/handle open foods.

Legal Requirement You also must record when staff have received training on your written systems. This can be in the training section of your SFBB pack or in a separate file.

However, it must be clearly sign posted in your SFBB pack where the evidence of training on your written food safety practises and procedure are kept.

Training

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

- cleaning

Observation I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available.

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

Contravention You have not yet identified the allergens present in the food you prepare.:

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

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

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.

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.