

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Megabites Snack Bar
Address of food business:	Megabite Snack Barker street. Norwich
Date of Inspection:	30/11/2016
Risk Rating Reference	16/00732/FOOD
Premises Reference	01040/4000/0/001
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Type of Premises:	Food take away premises
Areas Inspected:	Main Kitchen
Records Examined:	None
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Mobile unit serving the 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 Food Hygiene Rating is 1 - major improvement is necessary



A re-rating inspection was carried out on the 16th May 2017

Your Food Hygiene Rating is 5 – a very good standard



1. Food hygiene and Safety

- I was pleased to see that the cutting boards were being held steady by silicon mats
- separate utensils were now being used for raw foods and ready-to-eat foods
- Beef burgers were now being defrosted in the fridge
- hand washing was being managed, with the wash hand basin in use and was fully equipped with soap and hygienic towels

2. Structure and Cleaning

- The premises was cleaned to a high standard

3. Confidence in Management

- I was pleased to see that the 'Safer Food Better Business' was up to date and being implemented
- I was pleased to see that staff had all attended a level 2 in food hygiene

1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

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:

- cutting boards were being held stable with tea towel under white chopping board, use silicon mats under your chopping boards to reduce the risk of contamination as these can be sterilised
- using same utensils for raw & cooked foods on the griddle, use separate utensils for raw and cooked foods, i.e. colour coded

Contravention You could not demonstrate effective heat disinfection of food equipment and utensils used for both raw and ready-to-eat (RTE) foods and did not have a dishwasher. Undertake the following work:

- use separate utensils for raw and cooked foods i.e. colour coded

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Guidance If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 80°C for 15 seconds) between uses.

Guidance If heat disinfection or a dishwasher is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) must be stored and washed separately.

Hand-washing

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

- There were no hand washing facilities being used on the premises you informed me that you used the facilities of a nearby premises. This is unacceptable. Hand

washing facilities must be available at all times.

There was an area with hand washing facilities in which was being used as a storeroom this needs to be cleared so that the facilities can be used.

This was mentioned in your last report

Legal Requirement Wash hand basins must be provided with soap and hygienic hand drying facilities.

Information Proper hand-washing is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide 'E.coli - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe.

Recommendation For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

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

- beef burgers were being defrosted at ambient temperatures
- cardboard was on the floor
- a food handler was seen handling money then handling food without washing hands

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:

- cobwebs seen to high areas near front door

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:

- seals to under counter fridge

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria such as E.coli 0157 between surfaces:

- you need to purchase a sanitiser that conforms to British standards see information below

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

Information the white chopping board was badly scored and needs replacing

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- hand wash facilities

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. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.:

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 points at which control is essential
- Establish 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 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.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

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:

- defrosting raw burgers at ambient temperatures

Proving Your Arrangements are Working Well

Training

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

- there had been no training for a few years

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

Information You may like to know that we offer Level 2 Award in Food Safety in Catering, a course on Safer Food better Business and a number of other courses. Booking details are on our website: www.norwich.gov.uk

Infection Control / Sickness / Exclusion Policy

Guidance Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

Allergens

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

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

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

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.

Observation I was pleased to see that you had an up to date gas safety certificate