



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	Subway
Address of food business:	50 - 62 Dereham Road, Norwich, NR2 4RT
Date of Inspection:	7 March 2017
Risk Rating Reference	17/00094/FOOD
Premises Reference	16/00378/FD_HS
<hr/>	
Type of Premises:	Cuisine - Sandwich Shop
Areas Inspected:	All
Records Examined:	Food Safety Management System and supporting documents
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Sandwich Takeaway

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

Your Food Hygiene Rating is 5 - a very 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:

- Blu tac was seen on the walls.
- Pens with loose lids were in use.
- Mops and brooms were stored in the Preparation area.

**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.

**Observation** Contamination risks were generally well controlled.

**Observation** No raw meat, fish or eggs are used on the premises. All fillings are bought in pre cooked.

#### Hand-washing

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

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

**Observation** I was pleased to see frequent hand washing by staff, and posters displayed showing correct technique.

#### Personal Hygiene

**Contravention** The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- Although the standard of washable overclothes worn was good, and included hats, a large proportion of the Uniform is worn from home, which means it might be a source of physical and bacterial contamination, rather than offering protection to food. Review this practice.

**Legal Requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

#### 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.

**Observation** I was pleased to note that you monitor temperatures of deliveries, fridges, freezers, hot and cold display, several times a day, and record these.

**Observation** When I checked, all temperatures were found to be satisfactory.

#### Unfit food

**Observation** You had an excellent computerised date coding system, which was working well. Food stored was dated and covered.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

### **Cleaning of Structure**

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

### **Cleaning Chemicals / Materials / Equipment and Methods**

**Information** Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

**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.

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

**Observation** You were using a Ecolab sanitiser. Although you have no raw meat I strongly recommend you follow the Food Standards Agency guide regarding British Standards to be met.

**Observation** In addition staff did not know, and it could not be identified, the product contact time.

### **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**

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. Your staff are suitably

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

### Proving Your Arrangements are Working Well

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

- The staff did not know the contact time of the sanitiser.
- Although staff are checking the temperatures of foods delivered, this part of the temperature log book was not being completed. (Otherwise it was well completed.)
- Although the premises is clean, no cleaning schedule is maintained. I recommend one be kept for due diligence purposes.

### Traceability

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

### Waste Food and other Refuse

**Legal Requirement** The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

### 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.

**Information** You can obtain a list of the training courses we provide on our website [www.norwich.gov.uk](http://www.norwich.gov.uk)

**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.

I was advised that all staff had completed a in house Subway training course that equated to a Level 2 in Catering course.

### 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

**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)

**Observation** You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

**Legal Requirement** You had separate colour coded knives in use, but some were stored together rather than in the separate slots provided.