



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Butterfly Cafe
Address of food business:	114A King Street, Norwich NR1 1QE
Date of Inspection:	07/04/2017
Risk Rating Reference	17/00199/FOOD
Premises Reference	06/00450/HASAWA
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Type of Premises:	Restaurant or cafe
Areas Inspected:	All
Records Examined:	SFBB, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Cafe and restaurant serving the local area

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 3 - a generally satisfactory standard



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

Observation the premises is small but you had organised the space reasonably well making sure clutter was contained to lower shelves.

Observation You were preparing ready-to-eat foods on the same surface as raw meat but could demonstrate effective sanitation of surfaces between operations. If possible you should provide a separate surface to prepare raw meat to limit the risks further.

Observation I was pleased to see that food was suitably wrapped and that you were date labelling food.

Temperature Control

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

- a ham roll was on display at ambient temperature for longer than the allowed time for high risk food (four hours)
- your small display chiller was unable to maintain chilled temperatures throughout the unit. Only food placed on the bottom shelf was cold

Legal Requirement If you rely on selling cold food (displayed over 8°C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

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:

- cooked and raw, wrapped meat were stored together in the freezer. Although the cooked meat was to be reheated/cooked again it is best to treat it as though it were a ready-to-eat product.
- stick to the colour code convention for cutting boards. Use blue for fish and red for raw meat

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 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 Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

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.

Observation I was pleased you were able to describe the "two-stage" cleaning method, were preparing raw meat at the beginning of the day and that you were effectively sanitising surfaces in between raw and ready to eat food preparation.

Guidance If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and ready-to-eat (RTE) foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 82°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) and must be stored and washed separately.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(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:

- bacteria growing on food - you had failed to monitor the temperature of the small display chiller and were unaware it was not working properly and food was at risk
- bacteria growing on food - you were not observing the '4-hour rule' for high-risk food displayed for sale at ambient temperatures

Contravention The Safer food Better Business (SFBB) pack had been completed by the previous food business operator. You will need to read and understand the pack and make it your own.

Information Contact us for details of our Safer Food Better Business workshops on 01603 212747 or visit our webpage www.norwich.gov.uk

Proving Your Arrangements are Working Well

Contravention The Management sections in your 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

Guidance Completing the daily diary and four-weekly reviews is central to the way SFBB is intended to work. Never let this lapse.

Recommendation Consider using the coloured 'day-dot' system to easily identify food that has to be used or discarded that day.

Allergens

Contravention You have not yet identified the allergens present in the food you prepare nor properly informed your customers about the presence of allergens.

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

Legal Requirement Food manufacturers must now label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices you use will contain mustard which your customers will need to be made aware of.

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided up-front, clear sign-posting to where this information could be obtained must be provided.

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

Recommendation Consider adding allergy information to your menu.