



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Auntie Annes Soft Pretzels
Address of food business:	51 Castle Mall, Norwich, NR1 3DD
Date of Inspection:	27/04/2017
Risk Rating Reference	17/00242/FOOD
Premises Reference	15/00162/FD_HS
<hr/>	
Type of Premises:	Food take away premises
Areas Inspected:	All
Records Examined:	FSMS, SFBB
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Small retail premises selling sweet and savoury pretzels, pretzel dogs, ice cream and drinks. Part of national chain. 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 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:

- a staff member was not using correct time for the sanitizer.

Hand-washing

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

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

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 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:

- seal and joins around floor sited drain cover in rear office storage area.

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:

- staff member not using correct 30 second time for your sanitizer.

Maintenance

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

- missing ceiling panel exposing light fittings in rear store room office area.
- missing strip light bulbs in rear store room area.
- damaged/missing tiles to stand alone preparation island area.
- fill old rawl-plug holes in rear store area.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (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
- your Suppliers and/or contacts lists
- staff training records

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

- you are currently using two different food safety management systems, SFBB and the generic Auntie Annes Soft Pretzels Operational folder. The SFBB pack was quite muddled with loose pages. This made it difficult for staff to follow. You need to tidy the SFBB pack up so it is easier to follow by staff
- if you are still using SFBB as a written food safety management system then you must still continue to complete the daily diary pages. This is because it is written evidence you are following the safe methods and food safety practises etc you have specified in the pack.

Training

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

- staff not using correct contact time.

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.:

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.