

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of Business:	Finnies
Address of food business:	19 Lower Goat Lane    Norwich NR2 1EL
Date of Inspection:	27/04/2017
Risk Rating Reference	17/00246/FOOD
Premises Reference	17/00001/FD_HS
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Type of Premises:	Food take away premises
Areas Inspected:	Main Kitchen, Servery
Records Examined:	Temperature control records, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Takeaway pizza and juice bar

### **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>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	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:

- the can opener blade

**Recommendation** Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

**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 earth soiled vegetables.

### Hand-washing

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

### Temperature Control

**Observation** There was a large amount of cooked high risk food in the window which was out of temperature control.

**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.

**Legal Requirement** If you rely on selling hot food (displayed under 63 °C) within two hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the two hours have elapsed.

**Observation** I was pleased to see you were diligently monitoring temperatures of fridges, freezers and the bain marie.

## **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:

- the floor under and behind units

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

- areas of bare wooden shelving needed sealing

### Facilities and Structural provision

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

- provide a paper towel dispenser above the wash hand basin
- the electric fly killer on the stairs was not working
- the electric fly killer in the kitchen had been removed

### **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. 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)**

#### **Type of Food Safety Management System Required**

**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 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.

**Contravention** You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Implement Safer Food Better Business (SFBB) or an equivalent food safety management system.

**Contravention** Your documented Food Safety Management System was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.

**Information** You will need to demonstrate that you have taken steps to implement your documented food safety management system by the time of your next inspection or risk getting a worse food hygiene rating.

**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](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Information** If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb). However, do make sure staff have access to it at all times when working.

**Information** Contact us for details of our Safer Food Better Business workshops on 01603 212747 or visit our web page [www.norwich.gov.uk](http://www.norwich.gov.uk)

#### **Food Hazard Identification and Control**

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

### Infection Control / Sickness / Exclusion Policy

**Contravention** The following evidence suggested there was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastro-intestinal illness:

- the Safer Food Better Business pack has a 'fitness to work' section but the pack was not in use so the exclusion policy was inoperative.

### Allergens

**Contravention** You have not yet identified the allergens present in the food you prepare, not properly informed your customers about the presence of allergens nor warned them 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](http://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** 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** 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.

**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.

**Recommendation** Add allergy information to your menu

## **HEALTH AND SAFETY**

### **Stair Safety**

**Recommendation** The stairs to the first floor were steep and, if not used with great care, dangerous. I was pleased you had put in place measures to make the stairs safer. Consider also providing a handrail of a circular cross section which can be more easily grasped all the way round and which might prevent a person falling should their foot slip off the very narrow treads.