

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	International Aviation Academy- Norse Commercial Services
Address of food business:	Anson Road, Norwich, NR6 6ED
Date of Inspection:	04/05/2017
Risk Rating Reference	17/00257/FOOD
Premises Reference	17/00064/FD_HS
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Type of Premises:	Restaurant or cafe
Areas Inspected:	All
Records Examined:	FSMS, Cleaning schedule, Temperature control records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Cafe inside International Aviation Academy. Serving food to students, staff and visitors. 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
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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:

- uncovered cakes on main counter area.
- staff were unsure of the contact time of your sanitiser. (This was later emailed to me being 30 seconds)
- uncovered cooked meat balls in gravy in main fridge.

Contravention The following exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with E.coli 0157 and/or other pathogenic bacteria from raw meat or unwashed raw vegetables :

- opened packets of ready to eat fruit i.e strawberries was stored on the drainer of the raw meat sink.

Hand-washing

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

- the dedicated wash hand basin in front kitchen was obstructed by tea urns and tea urn parts. There was also a dirty spoon within the sink. This would likely indicate staff were washing dirty utensils and equipment in a dedicated hand wash sink.

Personal Hygiene

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

Temperature Control

Observation I was pleased you have a probe thermometer and probe wipes.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- a pot of chilli was according to the labelling system passed the indicated 'Use by' date. I was informed the incorrect date had been printed on the date labelling gun.

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)**

Maintenance

Observation I was pleased to see the kitchen had recently installed to a high standard.

Facilities and Structural provision

Observation I was pleased to see the premises was well maintained.

Recommendation/Observation That you provide another free standing preparation table or more preparation surfaces. During my visit I did note an accumulation of food stuffs in various stages of production, chilling and awaiting to be placed into storage on a single table. Due to possible lack of preparation space ready to eat foods had been placed on surfaces used for raw meat handling processing/cleaning i.e. raw meat sink drainer.

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. Some minor issues were identified relating to staff supervision and training. 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 following matters are needed in order to demonstrate your Food Safety management system is working as it should:

- staff were not recording all cooked food temperatures on your record logs. According to your food safety management systems cooked foods should be probed and the temperature recorded as written evidence they had reached the critical core temperature of above 75°C
- no dedicated separate knives for raw and ready to eat foods. According to your food safety management system you should be using dedicated knives for raw and ready to eat foods. (You were able to adequately kill pathogenic bacteria and risks associated with *E coli* as you have a functioning commercial dishwasher)

Observation Although there were written records for fridge, freezer and some cooked food temperatures and written records that your written systems were being followed they appeared to be loose/cluttered and in no particular order to make them easy to follow.

Recommendation/Observation You need to clearly indicate which sinks and area's are used for certain tasks i.e. dedicated sink for washing raw vegetables/meat, ready to eat preparation areas, dedicated wash hand basins, general washing up sink etc. This can be done with large stickers or signage etc. I recognise you have recently started to trade and this is to be implemented but you need to attend to this at your earliest opportunity.

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

Observation You had clearly shown the presence of allergens in your food on your menu.