

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Subway
Address of food business:	107 Unthank Road, Norwich, NR2 2PE
Date of Inspection:	07/07/2017
Risk Rating Reference	17/00398/FOOD
Premises Reference	12/00337/FD_HS
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Type of Premises:	Food take away premises
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	Take away preparing filled baguettes, rolls and hot held meat products.

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
 Food Information Regulations 2014

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

Observation Contamination risks were controlled.

Hand-washing

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

- two plastic containers were sited within the dedicated wash hand basin in rear preparation room. This may indicate the sink is also used for other activities.

Personal Hygiene

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

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required

in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

Contravention The following structural items were dirty and require more frequent and thorough cleaning:

- high level cleaning in downstairs storage area as cobwebs could be seen.
- light switches in downstairs storage area.
- door frame and architrave in downstairs storage area.
- walls to downstairs staff WC
- window to staff WC.
- base of door frame from rear preparation area into front counter area.
- rear exit door in downstairs storeroom.
- pipework in downstairs WC.
- de-scale staff WC pan.
- white electrical trunking in rear preparation room.

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

- exposed melamine to shelving supporting phone in rear food preparation room.

Maintenance

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

- holes to ceiling in downstairs storeroom.
- cracks to wall in downstairs WC.
- damaged plaster to wall near downstairs rear door.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Your records are appropriate and generally maintained. 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 your Food Safety management system is working as it should:

- according to written instructions in your daily operations manual staff should be heating meatballs to above 75 degree's celsius. However, I noted some regular readings where staff have recorded temperatures below this figure. You must ensure staff are following your written procedures.

Traceability

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

Training

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

- when questioned a staff member gave incorrect temperature cooking meat balls.
- staff had not been following written procedure on checking meatballs had been heated to correct temperature before placing in the hot holding cabinet.

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 open 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.

Matters of evident concern

Contravention The following matters were of immediate concern:

- cardboard boxes were obstructing access to downstairs storage area creating a trip hazard.