

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	First Cafe
Address of food business:	First and Second Floors, Castle Meadow, Norwich, NR1 3DE
Date of Inspection:	28/07/2017
Risk Rating Reference:	17/00435/FOOD
Premises Reference:	15/00196/FD_HS
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Type of Premises:	Restaurant
Areas Inspected:	Main Kitchen, Storeroom, Servery, Dining room
Records Examined:	Temperature control records, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Cafe serving staff and visitors

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

Your Food Hygiene Rating is 1 - major improvement is necessary



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

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:

- staff appeared to be unaware of allergens in food they handle i.e. peanuts in jar of peanut butter stored in fridge, eggs in omelettes etc. See my comments under 'Confidence in management' which gives further guidance/information on allergen requirements.

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Observation I was pleased to see staff used tongs when handling prepared foods.

Hand-washing

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

Personal Hygiene

Recommendation To further improve personal hygiene I suggest: staff wear hats to prevent risk of physical contamination

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

Temperature Control

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

- according to the independent thermometer to the sandwich display chiller in dining area it was operating at 11 degree's Celsius. I checked the temperature with my thermometer and sandwiches stored within the unit were found to be at 10 degree's Celsius.
- filled sandwiches with high risk fillings i.e. chicken tikka must be kept at below 8 degree celsius, ideally between 1-5 degree's celsius. Poor temperature control of your fridge's and sandwiches was raised in previous inspection inspectors report.
- if you intend to use the '4 hour rule' for sale selling high risk sandwiches out of temperature control you must employ a robust stock rotation system to show the time when they they were put on display and what time they should be removed or placed under refrigeration. Evidence of this procedure was not found during my inspection.

Contravention The following evidence indicated there was a risk of harmful bacteria remaining in cooked food because cooking time/temperatures were insufficient to kill them:

- when questioned regarding cooking of burgers staff were not aware of what temperature they should be cooking them too or alternatively a procedure on how to check they are adequately cooked if a thermometer is not used i.e a visual/physical check should be. I was informed that 'they may change in colour, but it may still be pink in the middle'.

Information Food Standards Agency guidance is that burgers must reach an appropriate time temperature combination i.e 75 degree's for 30 seconds and that the middle of the burger should not be pink and juices must be run clear. See comments under confidence in management.

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.

Guidance Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

Recommendation If the main display chiller cannot be adjusted or fixed by an engineer to hold high risks foods at 8 degree's celsius or below you should move them to the counter chiller unit. You could then just store cans of drinks and chocolate in this unit as they do not have to be kept chilled.

Observation I was pleased to note that you have probe thermometer to be able to check foods are adequately cooked and/or under appropriate chilled temperature conditions. i.e less than 8 degree's Celsius

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

Observation The kitchen had been well maintained and the standard of cleaning was generally high.

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept generally clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

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

- split damaged door seal to fridge 2.
- damaged/missing handle to bulk freezer.

Facilities and Structural provision

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

- during my inspection windows were open for ventilation in the kitchen. If this is a regular practise you must fit fly-screens or pest proof the windows to prevent access by flying pests.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. Some staff not suitably supervised instructed and/or trained in food hygiene. You have a varying track record. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

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. Provide a simple documented system such as 'Cook Safe' or Safer Food Better Business (SFBB).

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.

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

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 However, do make sure staff have access to it at all times when working.

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 get a printed copy of Safer Food Better Business from Coventry District Council Food Safety Team at a cost of £10.30

Email: ehcommercial@coventry.gov.uk

Tel: 08085 834333

Visit: <http://www.coventry.gov.uk/foodsafetyteam>

Floor 6
Civic Centre 4
Much Park Street
Coventry
CV1 2PY

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:

- safe cooking of burgers
- insufficient temperature control of chilled high risk foods i.e chicken tikka sandwiches

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:

- although you had historical temperature records for hot held, cooked foods and fridge/freezer temperatures as well as some written opening and closing checks and procedures they were not sufficient in detail as having a written food safety management system based on HACCP principles.

Training

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

- poor temperature control of high risk sandwiches
- allergen awareness

Observation I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available. A food hygiene certificate was on display on the wall to view

Information I was pleased to note that your food handler is on a food hygiene course.

Information The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Information You did contact me after my inspection. You wished to make me aware that you had obtained posters on allergens and were to train your staff on them. You also wished to make me aware that you have further written procedures on site but these were not shown to me by your staff during my visit. You stated you were also going to move the high risk sandwiches to the alternative counter chiller fridge.

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.

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. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Information Loose (also called non pre-packed) foods are:

- foods served at restaurants and canteens.
- take-away foods that are placed into containers and sold at the same premises.
- any foods sold loose, e.g. meat or cheese at a deli counter, unpackaged bread or

pick and mix sweets (including individually wrapped sweets)

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.

Information Foods 'pre-packed for direct sale' are foods that you package and then sell on the same premises or local sites trading under the same name (e.g. sandwiches or salad boxes).

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

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.

- Be sure you know exactly what your allergens are and convey this information to your customers accurately and consistently.