



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Subway
Address of food business:	52 Castle Mall Norwich NR1 3DD
Date of Inspection:	31/08/2017
Risk Rating Reference:	17/00511/FOOD
Premises Reference:	03110/0052/0/000
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Type of Premises:	Food take away premises
Areas Inspected:	All
Records Examined:	FSMS, Temperature control records, Pest control report, Third party audit
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business:	Take-away sandwich shop

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 3 - a generally satisfactory standard



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)

Good practice observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Hand-washing

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

- Hot water was not coming through to the hot water tap, at the hand wash basin or at the main sink - you stated the washing up had just been done and you were waiting for the boiler to refill.

Information Proper hand-washing is essential in preventing the spread of *E.coli* 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the catering and retail guide '*E.coli* - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe.

Personal Hygiene

I was pleased to see personal hygiene standards were good.

Temperature Control

Contravention The following evidence indicated there was a risk of harmful bacteria remaining in reheated food because reheating time/temperatures you stated in your procedures manual were not being adhered to:

- Your procedures book stated food would be reheated to a temperature above 75°C however there were numerous occasions, spanning the years records, that temperatures below 75°C had been recorded - you showed me a recent external audit - temperatures had been taken of food in hot holding equipment during the audit, however the errors in your record book had not been identified during the audit.

Observation I was pleased to see 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)**

Guidance If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and ready to eat foods or different allergenic ingredients, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 82°C for 15 seconds) between uses.

Contravention The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- Masking tape was being used as the date labelling system, for the cleaning rota and on the stock list, masking tape can not be cleaned and creates a sticky residue which can attract dirt and bacteria; I suggest you laminate these documents and use a wipe clean pen so you are able to frequently update your records.

Maintenance

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

- Ceiling tiles were broken / cracked exposing the open roof cavity above the premises and giving a potential access route to dust, dirt or even pests, should they be present in the building.

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. 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 following are examples of where your documented procedures said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do:

- Your procedures book stated food would be reheated to a temperature above 75°C however there were numerous occasions, spanning the years records, that temperatures below 75°C had been recorded - you showed me a recent external audit - temperatures had been taken on holding equipment during the audit, however the errors in your record book had not been identified during the audit.

Information The absence of 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. You informed me the following documentation was available to your staff:

- Open and closing checks
- Cleaning sign off sheets

during my visit you stated, the documents had not been printed off, so were unavailable to be completed, this you stated was due to training not being delivered properly.

Staff training is inadequate;

- Checks were not being completed, due to lack of documentation being available
- Temperatures which were being recorded were not in line with your procedure, despite it being displayed in bold text on the temperature recording page.

Legal requirement Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles.

Infection Control / Sickness / Exclusion Policy

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