



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	Subway
Address of food business:	52 London Street
	Norwich NR2 1LA
Date of Inspection:	18/09/2017
Risk Rating Reference:	17/00555/FOOD
Premises Reference:	09/00150/FD_HS
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Type of Premises:	Food take away premises
Areas Inspected:	Main Kitchen, Storeroom, Cellar, Preparation room
Records Examined:	FSMS, Cleaning schedule, Temperature control records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business:	Sandwich take away 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
<b>Your Total score</b>	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	<b>10</b>	<b>10</b>	15	20	-
<b>Your Rating is</b>	5	<b>4</b>	3	2	1	0

Your Food Hygiene Rating is 4 - a good standard



### **1. Food Hygiene and Safety**

Food Hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

#### **Contamination risks**

**Guidance** Equipment, utensils, dishes and wrapping materials used for RTE foods are not to be stored in open storage (i.e. a storage area that cannot be closed) underneath a work surface where preparation of raw foods is undertaken as this could lead to cross-contamination - you stated these bags were not in use - remove redundant equipment.

**Observation** Contamination risks were controlled.

#### **Hand-washing**

**Information** Proper hand-washing is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

**Contravention** There is no paper towel or method for drying hands in the staff toilet. Ensure all necessary provisions are available within staff toilets to maintain hygiene of staff particularly when they are preparing and serving open, ready to eat foods.

#### Personal Hygiene

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

#### Temperature Control

**Observation** I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were diligently monitoring temperatures.

#### Poor Practices

**Observation** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- the use of masking tape to update notes - creates a surface which cannot be effectively cleaned. I recommend you laminate the sheets and use a wipe clean pen to enable the same effect without the risk of contamination.

## **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 could not be effectively cleaned and must be covered or made non-absorbent:

- Floor tiles in fridge freezer area and behind service counter are cracked and cannot be effectively clean or disinfected.

**Recommendation** Stop using masking tape and stickers on walls and paperwork - it leaves a sticky residue and a surface which cannot be easily cleaned or disinfected.

#### Cleaning of Equipment and Food Contact Surfaces

**Observation** You had colour-coded equipment on which to prepare food.

#### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that the premises was kept 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:

- floor tiles in area where fridge / freezer are.
- using tape / stickers on the walls creates areas which can not be effectively cleaned.

### Facilities and Structural provision

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

- There is no method for drying hands in the staff toilet.

## **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

### Type of Food Safety Management System Required

**Observation** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

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

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

### Traceability

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

### Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

**Observation** There was a lot of litter around your external customer seating area, you stated you frequently went out to clean this area as and when you have the opportunity. I note you are working alone during my visit and it is very busy.

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 devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

**Health and Safety**

Matters of evident concern

**Observation** The stairs to the basement are very steep and have a handrail only on one side. Caution when using the stairs.