

Public Protection (food & safety)**Food Premises Inspection Report**

Name of Business:	Jakey The Bakey
Address of food business:	Stalls 32 - 33, Market Place, Norwich, NR2 1ND
Date of Re-Rating Inspection	21 st November 2017
Risk Rating Reference:	17/00592/FOOD
Premises Reference:	17/00217/FD_HS
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Type of Premises:	Market Stall
Areas Inspected:	All
Records Examined:	None
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business:	Market stall producing/serving mixed meat, fish and vegetarian dishes to 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

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 4 – a good standard



You attended to the following areas to improve your rating:

- Installed new domestic water boiler to supply hot to wash hand basin and washing up sink.
- Sealed bare wood surfaces
- Installed new inset stainless steel bowl and half sink to be able to adequately clean large pots and pans
- Implemented a written food safety management system (HACCP) with supplemental recording sheets for cooked and hot held foods.

Matters still requiring attending to following re-rating inspection:

- Your written food safety management system requires to more completed in more depth. You are using Safer Food Better Business (SFBB).
- Daily dairy pages not been completed. You therefore had not written evidence you were following all your food safety procedures.
- There were missing temperature recordings on days you had been trading i.e. hot holding and cooked food temperatures.

Your Food Hygiene Rating is 2 - improvement is necessary



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 Observation I was pleased to see that you had dedicated work surfaces/areas for different food preparation i.e raw meat.

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- no hot water supply to dedicated wash hand basin. Staff were having to boil a kettle to get hot water and mix with the cold supply to be able to wash their hands. You informed me that you were recently using an urn but this was found not to be suitable.

Legal Requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

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.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Improvements are needed in hand and/or equipment washing facilities. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

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

- steps into dining area of your stall
- wall near steps into customers dining area.

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

- bare/untreated wood on cold well. You need to seal/treat the wood to leave a smooth impervious surface that easy to keep clean.

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

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.

Facilities and Structural provision

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

- no hot water supply to wash hand basin or washing up sink. You are using a kettle to get hot water to clean equipment, pots and pans, utensils etc. You informed me that you are taking steps to fit a water heater or replace the faulty urn. This will provide hot water supply to both washing up sink and dedicated wash hand basing. You gave me your verbal assurance you will attend to this urgently.
- no hot water supply to the washing up sink. The sink was used for washing equipment was installed with a work-top mounted sink. The sink was particularly shallow and was not suitable given the the large size pots a pans you use. Pans were sitting proud of the sink which made cleaning difficult.

Legal Requirement: There were inadequate facilities for cleaning and disinfecting work tools and equipment. A sink must be installed which is big enough to accommodate larger pieces of equipment. The sink must be provided with an adequate supply of hot and cold water and be properly connected to the drainage system.

Recommendation: You need to install a suitable inset sink with drainer to easily clean pots and pans, equipment etc.

Information: I was pleased to note after I discussed the unsuitable washing up sink and hot water supply you urgently contacted an electrician. You later decided to close the stall until a new sink and been fitted and a proper hot water supply from a wall mounted boiler had been installed.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Some minor issues were identified relating to staff supervision and training. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

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. Implement Safer Food Better Business (SFBB) or an equivalent food safety management system.

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 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.

Information As you are a new business you have been given the benefit of the doubt despite your food safety management system not fully complying with the law. You must act on this now as your hygiene rating score will be reduced to a maximum of 1 if there is a similar situation at the next visit

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.

Recommendation You can buy a printed copy of Safer Food Better Business or a diary refill pack from Coventry City Council use the link on www.norwich.gov.uk/sfbb

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- services and facilities are inadequate.

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:

- foods were found passed your indicated shelf life stock rotation system. A cooked dish was indicated passed its shelf life within your fridge.

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:

- cooked foods found passed your indicated labelled shelf life.

Allergens

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.

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 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.

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.