

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Ancestors Coffee
Address of food business:	27 Magdalen Street, Norwich, NR3 1LE
Date of Inspection:	13/10/2017
Risk Rating Reference	17/00642/FOOD
Premises Reference	17/00216/FD_HS
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Type of Premises:	Restaurant or cafe
Areas Inspected:	Main Kitchen, Storeroom, Front and Back of house, Dining room
Records Examined:	Temperature control records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Cafe and coffee shop serving vegetarian and vegan dishes

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 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)

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:

- uncovered food in cold well in main kitchen.
- staff members unaware of allergens in food they handle and prepare.
- flies were seen circulating in main kitchen. This was very likely due to open doors and windows throughout the premises
- uncovered cakes on the main counter.

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.

Hand-washing

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

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:

- staff were wearing outdoor clothing ie. hoody style tops and jeans.

Legal Requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

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.

Unfit food

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- mushrooms and raspberries were found (in the rear fridge kitchen) past the indicated 'Best Before' date. When I brought this to your attention I was told both products were for staff consumption. This may be the case, however, according to food safety legislation all foods found on the premises is deemed for use for the business unless clearly marked or indicated otherwise.

Poor Practices

Observation/Information a partly prepared rolled up tobacco cigarette was seen in the main kitchen on a window-sill. Although I found no evidence, food handlers must not smoke in any food handling area.

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:

- area beside the fridge in main kitchen.
- window in main kitchen.
- step into rear yard from main kitchen.
- base of door into rear yard from main kitchen.
- window in upstairs WC
- skirting in main kitchen.
- small window next to oven in main kitchen.
- high level cleaning in main kitchen as cobwebs could be seen.
- behind units in rear kitchen.

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

- exposed Melamine to plinth on kitchen unit in main kitchen.
- you need to fill old raw 'plug holes in main kitchen to leave a smooth surface that is easy to keep clean

Maintenance

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

- duct tape on floor in main kitchen.
- grey fraying duct-tape to rear door in Kitchen.
- damaged plaster to wall above wash hand basin in main kitchen.
- seal damaged around large wash up sink in main kitchen.
- large pieces of paint hanging from ceiling in first floor dining area.

Facilities and Structural provision

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

- open window in main kitchen. If this is a regular practise for ventilation you will need to fit an easily cleanable and removable fly screen.
- open door on first floor leading onto outside seating allowing access by pests
- ill fitting flooring in main kitchen creating dirt traps.
- open window in upstairs WC allowing access to pests

Pest Control

Contravention you need to fit fly-screens or metal chains to open doors or windows to prevent access by pests.

Legal requirement

Pests carry food poisoning bacteria and can contaminate food and food surfaces that they land on. The windows and doors was/were left open and provided easy access for these pests. The window/s must either be kept closed and an alternative means of ventilation provided, or must be fitted with insect-proof screens which can easily be removed for cleaning.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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. Although your business is low risk you still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and hand over diary etc.

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 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 situational at the next visit

Information I acknowledge you had some historical fridge temperatures and ingredient lists for some foods you prepare but these are not adequate as a written food safety management system or allergen control information.

Food Hazard Identification and Control

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

- pest control is inadequate

Traceability

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

Training

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

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 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.