

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of Business:	Mitre
Address of food business:	The Mitre, 131 Earlham Road, Norwich, NR2 3RF
Date of Inspection:	13/10/2017
Risk Rating Reference	17/00645/FOOD
Premises Reference	17/00238/FD_HS
Type of Premises:	Cuisine - Bistros & Bars
Areas Inspected:	Main Kitchen, Cellar, Dry store, Dining room, Front of house
Records Examined:	SFBB, Cleaning schedule, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Cafe serving mixed meat and vegetarian dishes, salads and desserts. Serving 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
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Your Food Hygiene Rating is 4 - a good standard



### **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**

**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 cakes at main front counter.
- flies were seen circulating in the main counter area. This may be likely due to window open in kitchen allowing access to flying pests.

**Observation** I was pleased you could demonstrate effective E.coli 0157 control through the complete separation of raw and ready-to-eat food, the correct use of wash-hand basins and thorough hand washing, having dedicated equipment (including complex equipment) for raw and ready-to-eat foods, through 2-stage cleaning and the correct use of sanitisers, and by controlling the risks posed by soily vegetables.

#### **Hand-washing**

**Recommendation** You site a waste bin for disposing of used paper towels closer to the dedicated wash hand basin.

### 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.

## **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

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

- brick dust was seen on internal door frame to dry store.
- walls and ceiling in cellar as cobwebs could be seen

### Cleaning of Equipment and Food Contact Surfaces

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

### Cleaning Chemicals / Materials / Equipment and Methods

**Recommendation** You purchase a sanitizer with a shorter contact time than the current one which was leave on the surface of 5-10 minutes. i.e a 30 second contact time

### Maintenance

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

- flaking paint to walls in cellar.

### Facilities and Structural provision

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

- open window in main Kitchen next to rear door . It this is a regular practice for ventilation you will need to fit an easily cleanable and removable fly screen

### **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. Your records are appropriate and generally maintained but some deficiencies were identified. 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**

**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.

#### **Traceability**

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

#### **Training**

**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.

#### **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 non-prepacked food and had brought this to the attention of your customers.

**Observation** You had clearly shown the presence of allergens in your food on your menu.

**Observation/Information** I found during my inspection that you had completed the Safe Food Better Business (SFBB) pack very well. Unfortunately you had not completed your daily diary pages which has had an effect on your confidence in management score.