



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Olive's	
Address of food business:	40 Elm Hill	
		Norwich NR3 1HG
Date of Inspection:	24/10/2017	
Risk Rating Reference:	17/00667/FOOD	
Premises Reference:	15/00157/FD_HS	
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Type of Premises:	Restaurant or cafe	
Areas Inspected:	Servery, Front of house	
Records Examined:	Pest control report	
Details of Samples Procured:	None	
Summary of Action Taken:	Informal	
General Description of business:	Front of house / coffee & hot drinks sales	

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 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)

Hand-washing

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

- There is no separate hand wash basin for the coffee bar - currently using the sink - which is dual use for light washing up - as a temporary measure use a washing up bowl for washing dishes etc. then remove the washing up bowl when washing hands.
- Alternatively use the sink only for hand washing and send all crockery etc. into the kitchen - as this is currently the main washing up area.

Personal Hygiene

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

Temperature Control

Observation No food prepared by the front of house, the service area is for preparation and sales of hot and cold drinks, orders are taken by front of house, all food is prepared for sale by the kitchen which is trading as 'Tam Marks'.

Unfit food

Observation No food prepared by front of house.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

Cleaning of Structure

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

Cleaning of Equipment and Food Contact Surfaces

Observation The service area includes; Coffee machine and a milk fridge.

Facilities and Structural provision

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

- Wash hand basin.

Pest Control

Observation You employ a pest control contractor in conjunction with the kitchen.

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. 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)**

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.

Contravention Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Observation As your section of the business is minimum risk and you already have pest control and waste documentation - I suggest you use a day diary to record your fridge temperatures and servicing of the coffee machine etc.

Food Hazard Identification and Control

Contravention Your Food safety management (FSM) system is not adequate in its scope and/or is not sufficiently detailed. Ensure your FSM system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

- You currently have no food safety management system, although your section of the business is simple and straight forward, you still need to maintain records such as cleaning tasks and temperature controls.

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- The cleaning schedule
- Staff training records

You can download and complete the SFBB pack or relevant sections from:
www.food.gov.uk/SFBB

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.

Allergens

Observation You had identified the presence of allergens in your open food and had brought this to the attention of your customers.

Observation Food information for allergy and dietary requirements are provided from the kitchen.

Health and Safety

Matters of evident concern

Recommendation Fasten or secure the cables for the table lamps to prevent them becoming a tripping hazard - when I pulled out the chair - the cable from the table lamp was around the chair leg - this could have resulted in the lamp being pulled off the table or may have led to a customer tripping on the loose cable. This hazard could be easily avoided by taping or tacking the cables to the wall or under the tables.