



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Subway
Address of food business:	Ipswich And Norwich Co-op NR4 7TE
Date of Inspection:	25/10/2017
Risk Rating Reference:	17/00669/FOOD
Premises Reference :	16/00380/FD_HS
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Type of Premises:	Food take away premises
Areas Inspected:	Storeroom, Servery, Preparation room
Records Examined:	FSMS, Temperature control records, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business:	Take away sandwich 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
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 5 - a very 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)**

Hand-washing

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

Personal Hygiene

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

Temperature Control

Contravention The following evidence indicated there was a risk of harmful bacteria remaining in cooked food because cooking time/temperatures were insufficient to kill them:

- Your temperature record shows that on a number of occasions you have failed to re-heat meatballs to a temperature above 75C,

- your procedure states above 75C must be achieved, ensure all staff are trained to check for the temperature of over 75C and when temperatures under this level are recorded by staff that corrective action is taken and staff are trained or made aware of the company requirements.

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 Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises were 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:

- The internal lights in the walk-in fridge and freezer are both broken (not illuminating) this prevents staff being able to see the quality and fitness of food and also prevents effective cleaning. Replace the bulbs with new working bulbs as soon as possible.
- The seal to the walk-in freezer door is not in contact with the freezer unit wall. Warm air is seeping into the freezer creating a build up of ice on the roof of the freezer, this requires defrosting to remove the ice build up. Repair or replace the seal to prevent this reoccurring.

Facilities and Structural provision

Observation This subway is inside the Co-op store. There are many shared facilities;

Pest control

Waste disposal

Staff room and toilets

Delivery incoming area

Maintenance.

On occasions when the Subway is busy, co-op employees who have received Subway training will join the Subway staff to work behind the Subway service counter.

Pest Control

Observation Shared service with Co-op.

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 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.

Observation Your FSMS has no cleaning sign off sheet or list of cleaning jobs required to be undertaken.

Proving Your Arrangements are Working Well

Contravention The following are examples of where the documented Safe Methods in your SFBB pack said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do::

- On several occasions temperatures of below 75C have been recorded for the re-heating of meatballs - your FSMS states in bold text that the meatballs must be re-heated to a temperature above 75C.

Contravention The following matters are needed in order to demonstrate you Food Safety management system is working as it should:

- Your FSMS currently lacks a cleaning schedule and cleaning sign off sheet, create and implement one.

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.

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.

Observation Ensure the new store manager has access to the online training portal as soon as possible.

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 steam oven - whilst on the cooling cycle - is creating a puddle of water on the floor under the oven, the water is running out under the service counter door and on to the shop floor by the magazine area.

Once pointed out this was quickly mopped up and a wet floor sign was put out, however as a re-occurring problem, steps should be taken to resolve this issue and prevent continuing re-occurrences.

Slips Trips and Falls

Observation Water on floor from steam oven - this is a very busy working environment and the water is also leaking out onto the co-op shop floor putting customers at risk. Resolve this ongoing issue.