



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Copana Mobile
Address of food business:	Mobile Catering Concession Swanton Road Norwich
Date of inspection:	27/11/2017
Risk rating reference:	17/00734/FOOD
Premises reference:	17/00321/FD_HS
Type of premises:	Mobile takeaway
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Mobile serving burger, hot dogs, sandwiches, tea and coffee 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
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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:

- Wrapped raw sausages and bacon were stored above ready to eat foods in your fridge i.e cheese
- You were not aware of allergens in the foods you handle and prepare i.e. large bottle of mustard

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

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

- There was insufficient means to dry hands after hand washing. You only had a few blue cleaning cloths to dry hands and use to clean the premises.

Legal Requirement Wash hand basins must be provided with soap and hygienic hand drying facilities.

Information Proper hand-washing is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. .

Observation You were using washing up liquid to wash your hands. I recommend you use anti bacterial soap rather than washing up liquid.

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:

- You were wearing jeans and a 'hoody' type jersey when serving and cooking foods.

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

Observation I was pleased to note you acquired a roll of paper to dry your hands during my inspection and an apron to change into when you start preparing, handling and cooking foods and making sandwiches etc.

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- You were not monitoring the temperature of foods within your fridge. To clarify, the turnable 'dial' fitted within the fridge is not the temperature of the fridge it is used for adjusting the temperature.
- Numerous bottles of sauces were stored at ambient temperatures for your customers to access at main counter. The manufacturers labelling stipulated that once opened the product must be refrigerated.

Recommendation You purchase a probe thermometer and anti bacterial probe wipes to able to check foods are adequately cooked i.e 75°C and check foods are stored below 8°C ideally between 1-5 °C within your fridge

Observation I was pleased to note you purchase fresh produce each day to aid stock rotation.

Observation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- Bottles of sauce i.e. tomato stored out of temperature control contrary to manufacturers instructions.

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:

- flooring between and behind equipment was dirty
- metal runners to kitchen units were dirty

Cleaning of Equipment and Food Contact Surfaces

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

Facilities and Structural provision

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

- The hot water urn was not working properly at the time of my inspection. You informed me a new one was on order. When I later returned to your mobile you had installed a new hot water urn.

Pest Control

Recommendation There was large amounts of newspapers and general clutter under your counter. You informed the newspapers were for your customers to read. You need to remove or reduce the number of newspapers to facilitate easier cleaning and to check for signs of pests.

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. Some minor issues were identified relating to staff supervision and training. . 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.:

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 When I first inspected your mobile you informed me you had a copy of Safer Food Better Business but it was kept at home. You must ensure the SFBB pack is kept on the mobile when trading. I was pleased to find a copy of Safer Food Better Business (SFBB) when I returned to your mobile a few days later.

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 daily diary and or four-weekly reviews
- The cleaning schedule
- Your Suppliers and/or Contacts lists
- Staff training records

Training

Contravention The following evidence indicated there was a staff training need:

- Raw foods were stored above ready to eat foods.
- You did not have sufficient means to dry your hands after hand washing. You must have adequate supply of paper towels or dedicated clean towels to wash your hands.

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 The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

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.

Information I acknowledge you had allergen information which I was able to view. But, it was only available on my return visit in your documentation bundle with your SFBB. You must keep your allergen information on the mobile at all times.