



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Draytona Bakery
Address of food business:	185 Drayton Road Norwich NR3 2PG
Date of inspection:	11/12/2017
Risk rating reference:	17/00742/FOOD
Premises reference:	05240/0185/0/000
Type of premises:	Bakehouse - manufacturer
Areas inspected:	Preparation room, Main Kitchen, Storeroom, Front of house
Records examined:	SFBB, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Bakery selling sandwiches and baked goods.

**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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 3 - a generally satisfactory 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 physical contamination with dirt or foreign objects:

- staff should tie back long hair and/or wear hair covering e.g. hat

**Observation** Personal items such as medication should be kept safely with other personal belongings and not kept in the kitchen.

#### **Hand-washing**

**Recommendation** Use the paper towels provided to dry hands rather than the reuseable hand towel.

## 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.

**Observation** I note that you are using the "4 hour rule" to display sandwiches outside of temperature control.

## Poor Practices

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

- open foods (e.g. grated cheese and ham) were not labelled with a date of opening or 'use by' date, it is not therefore possible to verify when these foods should be used by. Use stickers or day dots to show the day/date of when foods should be used by.

## **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:

- shelf to the stainless steel unit in the central kitchen area
- light brown plastic trays used to hold foods

### Cleaning Chemicals / Materials / Equipment and Methods

**Recommendation** Items which are no longer used or do not need to be kept should be removed from the premises. This will make it easier for you to keep the premises clean and ensure you can carry out checks for pest activity effectively.

**Observation** I was pleased to see appropriate cleaning chemicals were being used.

## Maintenance

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

- tiles to sink in the main kitchen need re-grouting
- peeling paint to walls and ceiling in the dry store
- significant damp to walls in the central kitchen
- flooring in the central kitchen has split

**Recommendation** The premises is looking tired and would benefit from repainting.

**Observation/Information** I note that there are issues with the structure of the premises which are the responsibility of the landlord. I have been in contact with the landlord and understand that these repairs are due to be completed in the near future. Once these issues have been resolved we will expect you to complete the works which you have responsibility for and I will follow this up with you in due course.

## Facilities and Structural provision

**Observation** I note that one of the strip lights in the central kitchen is currently not working.

## Pest Control

**Observation** I was pleased to see you are carrying out your own checks for pest activity.

## **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** I note that you had copies of both the Safer Food Better Business retail pack and the catering pack, however they were disorganised and neither had been fully completed.

**Information** I can confirm that as you are preparing foods e.g. making sandwiches and baking sausage rolls etc. the catering pack is suitable for your business. Sections of the pack which are not relevant to you e.g. shellfish, should be marked 'N/A' or crossed through to show that you have considered them.

**Information** You can buy additional printed copies of Safer Food Better Business and/or diary refill pack online or download a copy for free, go to [www.norwich.gov.uk/sfbb](http://www.norwich.gov.uk/sfbb) and follow the relevant links.

### Food Hazard Identification and Control

**Contravention** The Safe Methods in your Safer Food Better Business (SFBB) pack are intended to show you have identified the hazards to food and what you must do to control them. The following Safe Methods were either missing from your SFBB pack or had not been completed appropriately:

- Cross-contamination
- Cleaning
- Chilling
- Cooking

### 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 need to be completed:

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

**Contravention** Your diary had lapsed, you should continue to record temperatures for fridges and freezers, times of when sandwiches are displayed for sale and or removed, and any problems or activities carried out e.g. maintenance. If you prefer to use your own diary rather than the one provided with the SFBB pack please do so.

### Waste Food and other Refuse

**Observation** I was pleased to see you have a contract in place to dispose of your waste.

### Allergens

**Contravention** You have not yet identified the allergens present in the food you prepare. You should make a chart listing all of the foods you prepare e.g. cheese sandwich, sausage rolls etc. together with the allergens that are present.

**Recommendation** An allergen chart can be downloaded from [www.norwich.gov.uk/foodallergens](http://www.norwich.gov.uk/foodallergens) Further advice is also available from Trading Standards visit [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**Information** You can no longer state that all the foods you serve might contain an allergen e.g. gluten. However, you must inform customers of any risks of cross contamination e.g. you can inform customers that gluten containing products are widely handled in the premises, such as flour.

**Contravention** You have not informed customers of the presence of allergens in the foods you prepare. Either display a chalk board or chart in the shop with the information, or display a sign advising customers to ask a member of staff for the information.

**Information** The 14 allergens you need to consider 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