



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Sundaes
Address of food business:	25 - 25A St Giles Street Norwich NR2 1JL
Date of inspection:	12/01/2018
Risk rating reference:	18/00012/FOOD
Premises reference:	15/00351/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Ice cream and snack bar

**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 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)**

#### **Contamination risks**

**Observation** Contamination risks were controlled.

#### **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**

**Recommendation** Record the temperature checks you are undertaking in your day diary in the SFBB pack.

## Unfit food

**Observation** Good date labelling system in place.

## 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

- Bowls are being used to scoop ingredients - use scoops with handles and ensure the handles are not allowed to touch the ingredients to prevent cross-contamination - bowls were removed in my presence.
- A tea-spoon was in the ice - ensure the hand contact area of equipment is not in direct contact with the product to reduce the risk of cross-contamination.

## **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 could not be effectively cleaned and must be covered or made non-absorbent:

- The floor behind the service counter has gaps in between panels and has sunk down in several places, the gaps and peaks are allowing dirt and debris to accumulate. Clean the floor area more thoroughly and ensure food debris is not allowed to accumulate in gaps and corners.

### 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 tap at the hand wash basin was loose. It needs fixing to the work surface in order to secure it and silicon needs applying around the base of the tap to prevent water leaks and debris build ups.

## **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Your records are appropriate and generally maintained. You

have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

#### Training

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

- Staff were checking temperatures etc but these were not recorded in the pack. staff must be trained appropriately to use the food safety management pack - they are undertaking the checks so should be provided with access to the pack and be trained to make entries into the pack.

**Recommendation** Record the staff training and keep records.

#### Allergens

**Information** The front page of the menu has allergy information on- consider displaying an allergy sign on the counter and on each page of the menu.

### **HEALTH, SAFETY AND WELFARE**

#### Matters of evident concern

**Contravention** The following matters were of immediate concern:

- The floor in the service area has dropped in many places where it joins together creating several trip hazards, repair the floor so it is level and close the gaps to prevent food debris and dirt accumulating in the gaps.