



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Gnaw Chocolate
Address of food business:	64 - 65 Norwich Livestock Market Hall Road Norwich NR4 6EQ
Date of inspection:	30/01/2018
Risk rating reference:	18/00068/FOOD
Premises reference:	12/00185/FD_HS
Type of premises:	Food manufacturer
Areas inspected:	Storeroom, Dry store, Yard, Preparation room, Factory floor, Warehouse
Records examined:	FSMS, Cleaning schedule, Pest control report, Training certificates / records, Supplier audits
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Chocolate processing production

**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**

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

- Hands are currently being washed in the toilet facilities which are not passed by to enter the factory production area. Install a wash hand basin of sufficient capacity for production staff to use prior to entering the production area.

#### **Personal Hygiene**

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

## 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

- Pipettes used for the adding of food flavourings are being left on top of the flavouring bottles - the bottles are not stored in the clean production area, thus leaving the pipettes exposed to contamination which has the potential to contaminate the chocolate.

## **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:

- Cover or paint exposed wood.
- Remove tape from the edge of the chiller door.
- Brushes have been fitted to the bottom of internal doors - these brushes are filling with chocolate debris which is creating a dirty floor where the door opens and closes - remove brushes from internal doors.

**Recommendation** As changes have been made to the layout of the production area there are some partially complete works - cover or paint all wood that has been used in the new design. There are some areas that plastic sheeting has been used for ceiling - if you plan to keep the changes replace the plastic sheeting with more sturdy structure that is capable of being effectively cleaned.

**Observation** A new boiler has been installed in the production area behind the boiler is some open uncovered wooden board - paint or seal the exposed wood.

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- The trays used to store moulds and the trolleys used to store filled chocolate moulds are not being cleaned sufficiently - you have informed me you plan to create a clean area in the yard so you are able to jet wash the trolleys etc.
- The trolleys do require cleaning; when setting up a new cleaning area, be mindful of the following:
  - The jet wash will lift contamination and debris off the floor and possibly back on to the trolleys
  - The trolleys will be moved from an external area back to production room so have potential to bring contamination in
  - There is no internal drainage which makes it very hard to clean stated

equipment inside and also hard to maintain a clean floor in the production area.

### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** A full disinfection process is required to remove traces of allergens - you are currently using a single packaging line to pack allergenic and non-allergenic materials - be very cautious of the risk of cross-contamination of allergens as the cleaning techniques used are currently insufficient to remove all traces of allergens.

### Maintenance

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

- Re-seal the floor, repaint in areas that the paint has lifted.

### Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

### Pest Control

**Observation** There were 4 bait boxes within the space of one door frame, within the production area, check with your pest control contractor to ensure all bait points are required.

## **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

### Type of Food Safety Management System Required

**Recommendation** Add to the cleaning schedule:

The walls

The trays

The trolleys

### Food Hazard Identification and Control

**Contravention** The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- Your FSMS has only pre-requisites and no critical controls; consider amounts of flavourings added, allergenic materials and labelling.

## Proving Your Arrangements are Working Well

**Recommendation** There are 2 specific areas which are critical to food safety which have been identified as pre-requisites in your food safety management system, I suggest you review your system and increase the importance of the checks conducted.

The food flavourings are carcinogenic and potentially harmful if added in too large a quantity. Ensure the recipe specification is correct and the amount of flavouring added is strictly adhered to.

Allergenic materials are used in some products and not others - when cleaning the packaging line and changing labels and dates on products - I recommend checks are undertaken to ensure:

1. Cleaning of the line has been sufficient and effective
2. The correct label is being used and the correct product details and date are on the label.

## Infection Control / Sickness / Exclusion Policy

**Observation** You have on the floor of the changing room a large pile of unclean white overalls - you have informed me you are going to increase your laundry collection to twice weekly - this is wise to prevent additional contamination of uniform - store soiled laundry in a basket, box or bag rather than on the floor.

## Allergens

**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.

**Observation** You have a warning on your non-allergenic products alerting customers to the risk of cross-contamination with allergens, take steps to reduce the likelihood of the cross-contamination.