



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Unio
Address of food business:	Union House The Street University Of East Anglia Norwich NR4 7TJ
Date of inspection:	22/02/2018
Risk rating reference:	18/00150/FOOD
Premises reference:	16/00057/FD_HS
Type of premises:	Cuisine - Coffee Shop
Areas inspected:	Main Kitchen, Front of house, Storeroom
Records examined:	FSMS, Temperature control records, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe selling packaged sandwiches and unwrapped foods e.g. paninis

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 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)**

Hand-washing

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

- Wash hand basin was dirty

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.

Unfit food

Observation I was pleased to see stock rotated and date checked daily.

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:

- wash hand basin
- dishwasher interior particularly the washer arms
- floor in wash up area
- floor behind the serving counter
- interior of ice machine mouldy
- seals to upright sandwich fridge
- exterior to cleaning bottles

Legal Requirement Even though the amount of food preparation in the kitchen is now limited the area must still be maintained in a clean condition.

Recommendation For areas which are used by other business e.g. the bar using the sinks etc. there should be an agreement with regards to cleaning and the standards that are expected.

Observation I note your advice that the service area may be undergoing a refit later this year.

Maintenance

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

- seals to standing freezer split
- mastic to wash hand basin tile joint needs replacing
- tap to equipment sink build up of limescale

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Some minor issues were identified relating to staff supervision and training. 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

Observation There were some documentation that form part of your food safety management system however these were not all together or easy to follow. I strongly recommend you use Safer Food Better Business for caterers. Visit www.norwich.gov.uk/sfbb for further information on how to get a copy.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- Cleaning and sanitation are poor

Proving Your Arrangements are Working Well

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

- Expand the cleaning schedule to include items which require less frequent cleaning e.g. canopy in wash up area
- You should be carrying out regular management checks to verify that cleaning is undertake to an acceptable standard.

Recommendation Keep a checklist of cleaning items that can be signed off when tasks are completed and by whom so that you can monitor the frequency it is being done.

Training

Contravention Staff had not been suitable instructed and trained with regards to the cleaning tasks that they need to undertake.

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.