

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Pye Baker
Address of food business:	4 Aylsham Road Business Park Norwich NR3 2BF
Date of inspection:	19/03/2018
Risk rating reference:	18/00374/FOOD
Premises reference:	08/00039/FD_HS
Type of premises:	Bakehouse - manufacturer
Areas inspected:	All
Records examined:	FSMS, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Baker

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 1 - major improvement is necessary

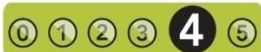


Food Hygiene Rating Re-Scoring Visit

Date: 2 July 2018

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 4 – a good standard



Observation: The premises structure in terms of cleanliness and maintenance had vastly improved. A Consultant has been used to offer advice. Staff have been trained, and new staff taken on to clean. Food Safety matters outlined in the original letter have been addressed.

Contravention: The fly chains to the bakery door were broken, and require repair. The prep area wash hand basin was loose on the wall, and the tap was loose-repair. The bakery ceiling still required some better cleaning, and I suggest you improve the extraction in this area.

Food Hygiene

Summary:

Food hygiene standards are generally satisfactory and being 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:

- loose plastic on inner guard of mixer directly above where open food mixed
- broken and loose plastic to the handle of a moulder plate
- food exposed to mildew in the flour store
- food stored near flaking wall paint
- unlabelled/undated prepared pizza sauce in freezer
- do not wash fresh herbs at all to reduce bacterial load and possible foreign bodies
- clean utensils and tubs stored on dirty racking

Information The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- through 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

Guidance If heat disinfection or a dishwasher is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) must be stored and washed separately.

Observation No raw meat is handled at this premises.

Hand-washing

Observation Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

Observation Staff are trained in hand washing technique.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high. They change into washable overclothes at work.

Temperature Control

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

- no temperature checks are made on high risk foods like cheese delivered to your business.

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. You only cook bread.

Recommendation I recommend you use independent thermometers to monitor fridge temperatures rather than just the readouts.

Observation I noted:

- temperatures of fridges and freezers are checked daily and recorded.
- staff were aware of critical temperatures for storage
- you monitor the cook temperature of bread and record for quality purposes

Structure and Cleaning

Summary:

The structure, facilities, cleaning and maintenance are poor and there is major non-compliance with legal requirements which have lead to significant risks to food safety.

Major improvements are needed in the standard of structure and equipment cleaning. Major improvements are needed in the standard of repair and maintenance of the premises You must address all the contraventions as a matter of urgency as there are many that are critical to food safety. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Cleaning of Structure

Contravention The following structural items were dirty and require more frequent and thorough cleaning:

LOBBY

- floor and high level cobwebs

WALK IN FREEZER

- floor

PREP AREA

- suspended ceiling tiles
- gaps between wall/floor coving
- less accessible areas of floor

OVEN ROOM

- floor through out

- brown stained walls and ceiling.
- overhead beams and ceiling
- suspended ceiling giles

FLOUR STORE

- floor
- cobwebs to walls
- dirty shelving
- badly mildewed walls

Contravention The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- throughout the premises the wall/ floor coving was lifting off and harbouring dirt. Also coving running up the corners of the walls
- see items under maintenance

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:

- white farmers markets trays and others in the bakery used for storage prior to boxing up for delivery. These were very dirty. You could not identify when these were last cleaned. These appear to not be included on a cleaning schedule.
- metal trolley on which clean plastic lids and tubs are stored.
- metal rack where clean utensils dry to the right of the sink

Cleaning Chemicals / Materials / Equipment and Methods

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Observation Although you have no raw meat it is recommended that your sanitiser meets the recommended British Standard.

Maintenance

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

PREP AREA

- very badly broken door seal to the sour dough proover
- wash hand basin loose on wall
- loose coving

OVEN ROOM

- worn paint work to woodwork
- coving loose and harbouring dirt
- badly flaking paint to high level walls. More minor scuffed, flaking and worn paint in other areas particularly behind areas used as work surfaces.

- badly worn paint to floor
 - areas of damaged plaster to walls
- FLOUR STORE
- worn paint to floor

Facilities and Structural provision

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

- no effective washing method for the large trays, including drying
- no light in the Walk In Freezer
- ventilation not sufficient which may contribute to the overall dirt adhesion
- equipment not able to be moved easily such as the large ovens to permit cleaning around them.

Pest Control

Contravention The roller door into the lobby was ill fitting allowing pests access to the premises.

Observation I noted:

- a pest control contract is in place
- no problems were noted at the last visit
- chains are provided at the external door and a Electric Fly Killer in the bakery.

Confidence in Management

Summary:

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. Some staff are not suitably supervised, instructed and/or trained in food hygiene. You have a varying track record. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Observation You have created a Haccp using 'myhaccp'. The business is more low risk now has been the case in the past. The document appeared satisfactory. Monitoring documents were generally well completed with corrective actions noted, and the need for deeping had been identified.

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

- maintenance is poor

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- the cleaning schedule

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

- cleaning and maintenance

Observation I noted:

- a deep clean had been booked with NORSE and you had been let down.
- the probe is calibrated twice a month and recorded
- you are audited externally by Red Cat

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

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.

Training

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

- 2 new members of staff employed since last year have not yet been trained

Observation I was pleased to see that other food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available. The Manager has done Level 3.

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

Observation You had clearly shown the presence of allergens in your food on your labels.

