



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	The Surrey
Address of food business:	44 - 46 Surrey Street Norwich NR1 3NY
Date of inspection:	24/04/2018
Risk rating reference:	18/00632/FOOD
Premises reference:	17/00324/FD_HS
Type of premises:	Cuisine - English
Areas inspected:	Main Kitchen, Cellar, Preparation room
Records examined:	FSMS, Cleaning schedule, Temperature control records, Pest control report, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe 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
<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 4 - a 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** I was pleased you could demonstrate effective E.coli 0157 control through the complete separation of raw and ready-to-eat food, 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.

#### Hand-washing

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

- the hot water took a long time to reach the wash hand basin in the preparation room

## Personal Hygiene

**Contravention** The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- your policy is to remove jewellery before starting work. A food handler was seen wearing jewellery
- your policy on suggested personal hygiene states wear head covering when preparing open foods. A food handler was not wearing head covering

## **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:

- pipe work behind the wash hand basin in the preparation room
- cobwebs were seen to the wall in the cellar
- ceiling in the keg room

### 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:

- seals to the 3 x door fridge
- underneath the towel disperser
- interior door to the microwave

### Maintenance

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

- bare wood was seen to the fly screens to the windows in the preparation kitchen you need to seal/treat/paint the wood to leave a smooth impervious surface that can be easily cleaned

- window frames had flaking paint to them.
- cellar wall was damaged
- ceiling in the keg room was damaged
- flooring to the cellar was damaged

### Facilities and Structural provision

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

- Ventilation was not suitable or sufficient as steam was not properly or fully extracted from the kitchen. Note if you intend to provide a mechanical extraction system you are advised to consult the Planning and Building Control Department for approval. Sufficient and suitable ventilation including steam extraction must be provided

## **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)**

### 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:

- you were using an old pack from your previous employers you need to update your pack to include your new procedures

### Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier.

### Allergens

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