



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Flaming Galah's The Aussie Pie Stop
Address of food business:	123 Ber Street Norwich NR1 3EY
Date of inspection:	25/04/2018
Risk rating reference:	18/00636/FOOD
Premises reference:	13/00199/FD_HS
Type of premises:	Takeaway
Areas inspected:	Main Kitchen, Storeroom, Served
Records examined:	SFBB, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Speciality mixed filled pie producer serving local community

**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** Contamination risks were generally well controlled

#### Hand-washing

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

- no dedicated wash hand basin in preparation area where you produce your product.
- no plug fitted to wash hand basin in staff WC lobby. I felt the hot water dispensed from the hot water heater when washing hands was too hot to use without being able to mix with some cold water. I took your verbal assurance you will purchase and fit a replacement plug at your earliest opportunity.

## 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.

## **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:

- walls and ceiling in staff WC lobby area as cobwebs could be seen
- boxing to floor/wall in lobby area under wash hand basin
- pipework to old potato rumbling area
- window in staff WC
- walls and ceiling in staff WC.

### Maintenance

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

- flaking paint to walls in staff WC and lobby area.
- flaking paint to boxing in staff WC lobby
- there was a large build up of mould growth to walls behind toilet cistern in staff. This made cleaning very difficult. You need to investigate the reason of the dampness/mould and take remedial works to repair prevent future damage.
- patch of damaged/bubbling plasterwork to wall in staff WC.
- repair/replace damaged silicone seal to large wash up sink where it meets the wall in main kitchen area.

### Facilities and Structural provision

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

- no dedicated wash hand basin in main kitchen preparation area.

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

#### **Food Hazard Identification and Control**

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

- maintenance in staff WC requires attention

#### **Proving Your Arrangements are Working Well**

**Contravention** The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- staff training records
- according to your food safety management system you should repair and replace damaged equipment or the structure of your premises. However this would appear to not being followed given the dampness and mould growth in the staff WC. You informed me you are in contact with your landlord over this issue.

#### **Training**

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

- you had no up to date food hygiene training.

**Legal Requirement** Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do

**Information** You can obtain a list of the training courses we provide on our website [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Recommendation** A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk). A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility. Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice.

#### **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 devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.