

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Ground
Address of food business:	2 Guildhall Hill Norwich NR2 1JH
Date of inspection:	18/05/2018
Risk rating reference:	18/00679/FOOD
Premises reference:	11/00356/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom, Dry store, Cellar, Front of house, Back of house, Servery
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe/coffee shop

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 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 controlled

Hand-washing

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

Personal Hygiene

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

Temperature Control

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

- cooked foods were seen out of temperature control in downstairs kitchen i.e. fish fingers and somosas

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- numerous packets of prepared salads and a piece of wrapped cheese were found passed the indicated 'Use by' dates

Observation a packet of parsley was found passed the indicated 'Best Before' date.

Poor Practices

Guidance It is an offence to sell food which is not of the nature, substance or quality demanded by the consumer. Food sold passed its Best Before date could be of a reduced quality so you must check it is OK before you sell it. You must also inform your customers the product is passed its 'Best Before'.

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:

- beside and under cooker in downstairs main kitchen
- wall/floor joint in downstairs kitchen
- behind plinth to oven in downstairs kitchen
- dirt in gaps to floor in staff WC
- wall/floor joint in WC
- behind cistern and pan in staff WC
- high level cleaning in downstairs kitchen as cobwebs were seen

- missing panel to large washing up sink base allowing dirt to build up to floor and wall

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

- paper wall covering was lifting and peeling in places i.e around wash hand basin
- hessian wall covering in downstairs kitchen
- damaged plasterboard used as floor covering in rear store room

Information I was unable to inspect the store room behind the curtain in downstairs cellar as it was too cluttered with equipment. You need to clear this room to facilitate easier cleaning and to check for signs of pests.

Maintenance

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

- Ill fitting lino flooring in downstairs WC creating a dirt trap
- plasterboard used as floor covering was damaged and needs repairing or replaced
- damaged wall next to downstairs oven
- damaged/missing housing to oven in downstairs kitchen. The oven was free standing and open to allow sides to become dirty

Facilities and Structural provision

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

- daylight was seen around front door to the door frame. You need to pest proof the door.

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)**

Proving Your Arrangements are Working Well

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

- staff training records
- you specify you do not handle eggs in your completed Safe Method page. However, this is incorrect as you bake cakes which contain eggs. You need to

amend the Safe Method on handling eggs.

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

- foods were found passed the indicated 'Use by' date

Training

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

- foods found passed 'Use by' dates

Infection Control / Sickness / Exclusion Policy

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

Allergens

Contravention You have not properly informed your customers about the presence of allergens in the food you prepare.

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided up-front, clear sign-posting to where this information could be obtained must be provided.

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame

- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

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.

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

Recommendation Add allergy information to your menu