

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Pye Baker Of Norwich
Address of food business:	132 Dereham Road Norwich NR2 3AF
Date of inspection:	18/05/2018
Risk rating reference:	18/00681/FOOD
Premises reference:	15/00014/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Preparation room, Servery, Storeroom
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:	Bakery and retail/wholesale sales of bakery products

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 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

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:

- peeling paint on bench top can opener
- peeling paint to Hobart Mixer
- cracked top to chest freezer

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.

Poor Practices

Observation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- green cutting board propped up behind taps
- underside of baking tray in contact with open food in the walk in freezer

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

Recommendation Housekeeping could be improved. Remove redundant items and equipment from ancillary storerooms, tidy away miscellaneous objects into drawers and keep the floor clear for ease of cleaning.

Facilities and Structural provision

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

- open first floor windows allowed the access of flying insect pests.

Recommendation Provide suitable screening to openable windows on the first floor.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. You are progressing towards a written food safety management system. You have a satisfactory track record. 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 You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Legal Requirement You will require approval as a animal products establishment in order to be able to wholesale products containing eggs e.g. quiche. Note, products containing eggs such as sponges do not require approval.

Food Hazard Identification and Control

Contravention Your Food safety management (FSM) system is not adequate in its scope and/or is not sufficiently detailed. Ensure your FSM system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

- The distribution of quiche and other high risk ready-to-eat products has not been made a Critical Control Point (CCP)

Contravention with regard to the transport and delivery of quiche and other high risk ready-to-eat products you had failed to:

- identify critical limits (time and temperature)
- identify monitoring methods intended to ensure critical limits are not exceeded and
- identify corrective actions to be taken in the event critical limits are exceeded

Proving Your Arrangements are Working Well

Guidance I would recommend you use a day dot labelling system that assigns an end date to each of your prepared ingredients rather than writing the day of production on a label.

Recommendation Write critical limits on your temperature records and the corrective actions to be taken if critical limits are exceeded.

Recommendation I noted that your HACCP plan stipulated a cooling time of 120 minutes (in line with what the Industry Guide to Good Hygiene Practice advises for meat pies). I think this is unnecessarily long and for a product like quiche would recommend this be reduced to 90 minutes in line with accepted good practice for high risk open products.

Infection Control / Sickness / Exclusion Policy

Contravention The following evidence suggested there was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastro-intestinal illness:

- the policy on fitness to work within your new HACCP procedures could not be found (although the old Safer Food Better Business pack still made reference to it).

Observation I was pleased a food handler could correctly describe your fitness to work policy when asked. I also noted that records of individuals' *E.coli* training and 'Rules of hygiene' included reference to speaking with a manager in the event of a suspected food borne illness

Allergens

Contravention You have not warned your customers about the potential for cross-contamination with allergens. Provide a warning notice alongside your sign advising customers about allergens in your food.

Legal Requirement Food manufacturers must label allergy causing ingredients on their pre-packed foods. Ensure the quiche you supply to other retailers is suitably labelled.

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 You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

HEALTH, SAFETY AND WELFARE

Please note we may not be your enforcing authority for health and safety and you would be advised to seek further guidance from the Health and safety Executive on the matter I have raised below.

Matters of evident concern

Contravention The following matters were of evident concern:

- Many of your bowl mixers did not conform to current CEN standards. There was no emergency stop button and no guard. Any guard must also be interlocked so if opened the machine stops automatically.

HSE guidance has this to say about the use of machines that do not conform to current safeguards:

Old pre-CEN Standard machines (typically made before 2000-2005) are

subject to the Provision and Use of Work Equipment Regulations (PUWER) 1998. This requires machinery to be suitable for its purpose, properly maintained, and safe to clean and use.

The CEN standards referred to above should be used as a benchmark for these older machines. Where the standard of safeguarding on an old machine is lower than that for a new machine (as is usually the case), a risk assessment to determine the 'risk gap' should be carried out. If it is reasonably practicable to upgrade the safeguarding to the modern standard taking into account the technical challenges, frequency of use, cost etc. then this should be done. If upgrading is not reasonably practicable, then consideration should be given to replacing the machine within a reasonable timescale taking into account any increased risk of injury from using the machine, frequency of use, safe systems of work etc.

The Provision and Use of Work Equipment Regulations 1998, Regulation 11 (2) applies a hierarchy of controls depending on what is practicable:

- 11.—(1) Every employer shall ensure that measures are taken in accordance with paragraph (2) which are effective—
- (a) to prevent access to any dangerous part of machinery or to any rotating stock-bar; or
 - (b) to stop the movement of any dangerous part of machinery or rotating stock-bar before any part of a person enters a danger zone.
- (2) The measures required by paragraph (1) shall consist of—
- (a) the provision of fixed guards enclosing every dangerous part or rotating stock-bar where and to the extent that it is practicable to do so, but where or to the extent that it is not, then
 - (b) the provision of other guards or protection devices where and to the extent that it is practicable to do so, but where or to the extent that it is not, then
 - (c) the provision of jigs, holders, push-sticks or similar protection appliances used in conjunction with the machinery where and to the extent that it is practicable to do so, but where or to the extent that it is not, then
 - (d) the provision of information, instruction, training and supervision.

I would advise that bowl mixers that not comply to current standards should either be removed from the premises and replaced with machines conforming to modern standards or retrofitted with an interlocked guard and emergency stop button. If retrofitting is not practicable and you intend to keep these machines in use you should undertake the measures specified above to prevent access to any dangerous part of the machinery.