

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of business:	Artel Coffee Shop
Address of food business:	25 Wensum Street Norwich NR3 1LA
Date of inspection:	12/06/2018
Risk rating reference:	18/00726/FOOD
Premises reference:	15/00208/FD_HS
Type of premises:	Cuisine - Coffee Shop
Areas inspected:	All
Records examined:	Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Very small 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
<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 3 - a generally satisfactory standard



### 1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and 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:

- uncovered sausage rolls and pastries on display next to coffee machine
- potted plants were hanging from the ceiling above your main preparation area and coffee making workstation. You need to move the plants to an area where there is not a risk of contaminating open foods or drink below
- a fly was seen circulating in the front of shop area. Access into the shop was likely due to an open window above the main door

## Hand-washing

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

- the lobby area was very cluttered to access the wash hand basin. You need to remove all non business related items from this area. There were also a large accumulation of clothing on the door which make access difficult.

## 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:

- you were wearing outdoor clothing i.e. a long sleeve jumper and jeans when preparing coffee.
- the lobby area to access the only wash hand basin was very cluttered with numerous non business related items i.e. drills and DIY equipment. These need to be removed.

**Legal Requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

## Temperature Control

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

- you were not monitoring the temperature of the milk fridge. There was a thermometer but it appeared not to be working properly.

**Recommendation** That you purchase a new thermometer to be able to monitor temperature of foods in your milk fridge

## **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:

- wall/floor joints
- high level cleaning as cobwebs could be seen in main shop front/preparation area.

- wall/ceiling junction in main shop front area.
- wood cornice in main shop front area.
- area beside dishwasher. I was unable to thoroughly check this area as it was too cluttered. You need to remove all non business related items from beside the dishwasher to be able to clean and check for signs of pest activity.
- you need to remove non business related items from the staff WC as these items made cleaning difficult. Items to be removed for example: a large red watering can, black piping, cardboard boxes, plastic buckets and a large ladder

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

- wood unit next to main coffee making area for displaying food. You need to seal/treat the wood so it is non absorbent and easily cleanable

**Observation** Your cafe is very small and your primary business activity is producing coffees and other hot drinks. You also have a small shelf storing open foods i.e sausage rolls and savouries for sale. The front of your shop is open plan hot drink preparation with customer seating area. You must therefore use all storage and preparation area space wisely to ensure there are no food safety risks. All areas of your business must be able to be properly cleaned. If you have too much non-business related items as mentioned in this report this becomes difficult.

### 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:

- wood display unit for displaying sausage rolls and savouries

### Cleaning Chemicals / Materials / Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria such as E.coli 0157 between surfaces:

- you did not have a suitable cleaning chemical. The one used was a general 'grime and degreaser' product.

**Information** Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

**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.

**Guidance** Even when using a surface sanitiser you should be following the two-stage cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

## 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 shop counter area.
- a window was open above the main door. If this is a regular practise for ventilation then you will need to a fly screen which is easy to remove and cleanable.

**Observation** You currently have a dishwasher to clean equipment, utensils etc. If you expand your business activity i.e. prepare foods this will need to be reviewed.

### **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Some minor issues were identified relating to staff supervision and training. You are progressing towards a written food safety management system. 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

**Contravention** You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Although your business is low risk you still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and hand over diary etc.:

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

**Information** you must act on this now as your hygiene rating score will be reduced to a maximum of 1 if there is a similar situational at the next visit

**Recommendation** Choose Safer Food Better Business (SFBB) as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

**Recommendation** MyHACCP is a free web tool that will guide you through the process of developing a food safety management system based on Hazard Analysis and Critical Control Point (HACCP) [www.myhaccp.food.gov.uk](http://www.myhaccp.food.gov.uk)

**Recommendation** You can buy a printed copy of Safer Food Better Business or a diary refill pack from Coventry City Council use the link on [www.norwich.gov.uk/sfbb](http://www.norwich.gov.uk/sfbb)

### Food Hazard Identification and Control

**Contravention** The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- you were not monitoring the temperature of items within the milk fridge

### Proving Your Arrangements are Working Well

**Observation** Although you did have some historical temperature records for your fridge but these are not suitable as a proper written food safety management system.

### Traceability

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

### Infection Control / Sickness / Exclusion Policy

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

### Allergens

**Contravention** You have not yet identified the allergens present in the food you prepare.

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

**Contravention** You have not warned your customers about the potential for cross-contamination with allergens.:

**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](http://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 upfront, 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