



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Dixies Diner
Address of food business:	86 School Lane Norwich NR7 8TQ
Date of inspection:	21/06/2018
Risk rating reference:	18/00749/FOOD
Premises reference:	07/00212/FD_HS
Type of premises:	Cuisine - Cafe
Areas inspected:	Main Kitchen, Dry store, Front of house, Servery, Dining room
Records examined:	SFBB, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Typical cafe 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
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

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:

- raw trayed mushrooms stored above ready to eat foods and milk in the large milk fridge in front counter area. According to your food safety management system raw foods should be stored underneath ready to eat food

Observation Contamination risks were generally controlled well

Observation I was pleased to note you moved the mushrooms to an appropriate storage area when I brought the mushrooms to your to your attention.

Hand-washing

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

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:

- beside freezer in rear store room.
- piping in rear store room.
- beside tall melamine unit in rear store room next to rear door
- flooring near/behind rear door. Gravel was seen in the corner.
- base of counter where it meets the floor in front servery area.
- window in men's WC

Maintenance

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

- staining with the appearance of mould to wall in rear store room
- rust to base of some fridge's and freezers
- peeling plastic used as covering to base of counter in front servery area.
- missing lino floor revealing bare concrete flooring in rear store room

Facilities and Structural provision

Observation I was pleased to note you had laid new lino flooring in main kitchen since the last inspection. I took your verbal assurance that now a new PVC rear door has been recently fitted you will fit new flooring in the rear store room. The new flooring to be fitted was seen on roll in rear store room

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)**

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

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.

Observation I was pleased to note that you had downloaded and completed a new copy of safer food better business since the last inspection. It was completed very well

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:

- the cleaning schedule

Proving Your Arrangements are Working Well

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

- raw foods i.e. trayed mushrooms were stored above ready to eat foods and milk within the large milk fridge.

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

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.

Slips, Trips and Falls

The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall **(Contravention)**:

- Staff were seen wearing open toe 'flip flop' foot wear in the main kitchen. These are not suitable.