



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	That Cafe
Address of food business:	27 St Augustines Street Norwich NR3 3BY
Date of inspection:	11/07/2018
Risk rating reference:	18/00783/FOOD
Premises reference:	17/00312/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen
Records examined:	SFBB, Cleaning schedule, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe

**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**

**Observation** I was pleased you could demonstrate effective E.coli 0157 control through the complete separation of raw and ready-to-eat food, the correct use of wash-hand basins and thorough handwashing, having dedicated equipment (including complex equipment) for raw and ready-to-eat foods, through 2-stage cleaning and the correct use of sanitisers, and by controlling the risks posed by soily vegetables.

#### **Hand-washing**

**Recommendation** I recommend that a towel dispenser is provided to the wash hand basin

## 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:

- chicken portions were being defrosted at room temperatures (See photo below)
- open and prepared foods in the fridge had no labels of when opened
- wild rocket was being stored beyond its 'best before' date of 8/7



Chicken being defrosted at room temperature

**Recommendation** I recommend that you purchase a rack for storing your chopping boards

**Recommendation** I recommend that eggs are stored in the fridge

## **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**

**Contravention** The following structural items were dirty and require more frequent and thorough cleaning:

- flooring/wall junction underneath the equipment needs more attention

### **Cleaning of Equipment and Food Contact Surfaces**

**Contravention** The following surfaces and equipment were dirty and require cleaning or discarding:

- seals to the fridge numbered 2

### **Cleaning Chemicals / Materials / Equipment and Methods**

**Observation** the food handler was unaware of the 30 second contact time of the sanitiser

### **Maintenance**

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

- the rear wall to the WC was in a poor state of repair

### **Facilities and Structural provision**

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

- a fly screen is needed to the open rear door

### **Pest Control**

**Recommendation** I recommend that you change the bulbs to the electric fly killer annually

### **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. Some minor issues were identified relating to staff supervision and training. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

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

**Contravention** The following are examples of where the documented Safe Methods in your SFBB pack said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do:

- defrosting foods at ambient temperatures

**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:

- Your Suppliers and/or Contacts lists

**Recommendation** Review your SFBB pack to include details of how you will label perishable food with the date of when it must be used or discarded. This is needed to help you rotate your stock and demonstrates you have effective controls in place.

#### **Waste Food and other Refuse**

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier.

#### **Training**

**Information** We offer Level 2 Award in Food Safety in Catering, a course on Safer Food better Business and a number of other courses. Booking details are on our website: [www.norwich.gov.uk/foodsafetytraining](http://www.norwich.gov.uk/foodsafetytraining)

#### **Allergens**

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.