

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Biddy's Tea Room
Address of food business:	15 - 15A Lower Goat Lane Norwich NR2 1EL
Date of inspection:	24/07/2018
Risk rating reference:	18/00800/FOOD
Premises reference:	11/00019/FOOD
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Small cafe serving cakes, scones, tea's and coffee to 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
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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:

- numerous flies were seen circulating in the main kitchen. Likely gained access through open windows and doors throughout premises
- raw vegetables i.e. onions, peppers stored above ready to eat foods in upright fridge.
- uncovered fresh cream in upright fridge. This was stored underneath raw vegetables and trays of open packets of strawberry's
- uncovered scones and cakes on main ground floor display counter
- uncovered scones in main kitchen
- badly scored chopping boards in upstairs kitchen

Hand-washing

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

- there was no means to dry hands at the dedicated wash hand basin in upstairs kitchen. A blue roll was available to use but this a short walk away in the main kitchen.

Legal Requirement Wash hand basins must be provided with soap and hygienic hand drying facilities.

Personal Hygiene

Recommendation staff wear hats to prevent risk of contaminating open foods

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

- a carton of strawberry's was found past the indicated 'Best before' date.

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:

- cobwebs to window in upstairs kitchen
- wall/floor joints throughout upstairs kitchen.

- beside and underneath equipment in main kitchen
- wall/floor joints in lobby area that house wash hand basin in main kitchen.
- window behind coffee machine in main kitchen.
- fire extinguishers in upstairs kitchen
- dirty extension lead next to food preparation surface in main kitchen
- waste bin in main kitchen
- dirt build up between floor tiles throughout upstairs kitchen and wash hand basin lobby area.
- base of walls where they meet the skirting in main kitchen.
- floor to ground floor main counter area.
- feet to moveable equipment in main kitchen
- dirty black plastic covering to cabling on floor in downstairs counter area.

Maintenance

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

- flaking paint to ceiling in wash hand basin lobby room in main kitchen
- cracked tiles to large washing up sink
- flaking paint to wood windows in main kitchen
- mould growth was seen on wood window in main kitchen
- numerous cracked and damaged slate floor tiles in main kitchen
- damaged black plastic covering cabling on floor in counter area
- damaged wall underneath coffee machine in upstairs kitchen exposing bare plaster. This area was also dirty.

Facilities and Structural provision

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

- several windows were open in main kitchen for ventilation. If this is normal practise then you will need to fit easily removeable and cleanable fly screens. There were numerous flies seen circulating in the kitchen likely due to the open windows. Foods were not covered in the kitchen and downstairs counter which creates the risk of physical contamination from these flies
- an open door in upstairs dining area was not pest proofed

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. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. 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)**

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- pest control is inadequate

Proving Your Arrangements are Working Well

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

- the daily diary and or four-weekly reviews
- staff training records
- gaps to daily diary records for last week.
- according to your food safety management system raw foods should be stored below ready to eat foods, this was not being followed.

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

- according to your food safety management system the building should be maintained. This was not being followed as there was damage to walls and broken floor tiles in main kitchen with no obvious record of damage and when they will be repaired.

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.

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 Loose (also called non pre-packed) foods are:

- foods served at restaurants and canteens.
- take away foods that are placed into containers and sold at the same premises.
- any foods sold loose, e.g. meat or cheese at a deli counter, unpackaged bread or pick and mix sweets (including individually wrapped sweets)

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 do not 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