



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Chatime
Address of food business:	13 Dove Street Norwich NR2 1DE
Date of inspection:	27/07/2018
Risk rating reference:	18/00811/FOOD
Premises reference:	16/00364/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Outlet serving varieties of chinese tea.

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)**

Hand-washing

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

- No paper towels in WC nor at hand wash basin next to Ice Machine
- wash hand basin dirty

Personal Hygiene

Contravention The wash-hand basin was not in regular use. Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically :

- After using the toilet;

- After handling rubbish;
- After smoking;
- After taking a break;
- After handling raw food

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:

- skirtings and walls behind equipment and near 'office'
- remove broken furniture from the servery
- the chair used at the till has a fabric cover which is not easy to clean - remove from servery counter.

Cleaning Chemicals, Materials, Equipment and Methods

Contravention Cardboard cannot be properly cleaned. Do not use it to cover the floor/ shelves or on work surfaces (under equipment), in food rooms. Remove the newspaper used under the waste tea leaf container.

Pest Control

Recommendation it is recommended that a the electronic fly killer is sited on a wall away from the food preparation servery area

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. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Food Safety Management System

A copy of the Food Safety Management System was seen and appears to cover all

aspects of running this business and the maintenance of food safety. The records kept were appropriate for your needs.

Ensure that your cleaning schedule is reviewed and includes the regular cleaning of the toilets and hand wash basins.

Ensure that you check that the hand wash basins are stocked with hand washing materials at the start of each day.