



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Cafe Norwich
Address of food business:	73 Magdalen Street Norwich NR3 1AA
Date of inspection:	29/08/2018
Risk rating reference:	18/00851/FOOD
Premises reference:	04/00113/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Served
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 serving the local community with hot and cold foods

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:

- chopping boards badly scored and black with mould on underside
- can opener dirty
- raw meat board touching cooked meat board on work bench

Contravention You could not demonstrate effective heat disinfection of food equipment and utensils used for both raw and ready-to-eat (RTE) foods and did not have a dishwasher. Undertake the following work:

- provide colour coded utensils to ensure that those utensils used for raw foods are clearly identifiable from those used for cooked foods, (bowls/ knives/ tongs containers)

Hand-washing

Recommendation A paper towel dispenser is fitted above the hand wash basin for the blue roll paper towel currently left on a bench.

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

Legal Requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing. Staff were not wearing hats nor aprons as required by your food safety management system. A supply of clean aprons and hats should always be available.

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:

- walls and floor under and behind equipment (cooker/ sink)
- flooring adjacent to servery counter area
- extraction system
- floor in corners
- fridge door seals
- hand contact surfaces
- pipework
- shelving in servery area

Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces and equipment were dirty and/or could not be cleaned and require cleaning or discarding:

- chopping boards
- internal surfaces of the main fridge
- bench mounted can opener
- external surfaces of the griddle and chest freezer
- knobs to cooker (hand contact surfaces)

Maintenance

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

- damaged flooring in dining area particularly to slope leading to toilet

Pest Control

Contravention Fly paper was being used to control flies in the kitchen area. This type of fly trap is not hygienic and should not be used in a catering kitchen.

Recommendation: Provide an electronic fly killer in the kitchen area.

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. 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:

- Cleaning and sanitation are poor

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:

- no hats or aprons were being worn by persons working in the kitchen
- cleaning schedule not being followed

Waste Food and other Refuse

Legal Requirement If you have waste you have a duty of care to:

- Ensure that the person who takes control of your waste is licensed to do so.
- Take steps to prevent it from escaping from your control.
- Store it safely and securely.
- Prevent it from causing environmental pollution or harming anyone.
- Describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else.

Ensure that the yard is kept clean and all rubbish is stored in the bins provided by the contractor.

Allergens

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

