

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Highball Climbing Centre And Highball Clinic
Address of food business:	Unit 1 3 Twickenham Road Norwich NR6 6NG
Date of inspection:	20/09/2018
Risk rating reference:	18/00890/FOOD
Premises reference:	12/00278/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Front of house
Records examined:	FSMS, SFBB, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Climbing centre with in house cafe serving mixed cooked foods, cakes, hot and cold drinks

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

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:

- debris/dirt on top of wood framed till machine shelf may contaminate uncovered sausage rolls nearby on main counter

Observation Contamination risks were controlled

Hand-washing

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

- hot tap would spin when turning on hot water supply

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

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

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:

- cabling to extension leads under work top providing power to coffee machine

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was generally kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

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

- patches of rough filler on wall in main kitchen. You need to rub down the rough filler and seal/treat to leave a smooth impervious surface that is easy to keep clean
- rust to base of milk fridge door in main counter

Observation: I was pleased to note that you had recently installed new white-roc wall covering in the main kitchen

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. You are progressing towards a written food safety management system. 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)**

Type of Food Safety Management System Required

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Information If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website www.food.gov.uk/business-industry/caterers/sfbb However, do make sure staff have access to it at all times when working.

Information Contact us for details of our Safer Food Better Business workshops on 01603 212747 or visit our webpage www.norwich.gov.uk

Information As discussed I have attached details of how to download an electronic copy of Safer Food Better Business which you have indicated you will download and complete at your earliest opportunity.

Proving Your Arrangements are Working Well

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

- you currently use a number of written laminated instructions for staff to follow as your written food safety management. You take digital photographs of written 'ticks' by staff that these tasks had been carried out as evidence that these written procedures had been followed. However, I acknowledge that you are not a large cafe producing numerous cooked food products but these laminated instructions are not sufficient in detail to have a working food safety management system based on HACCP principles. As discussed, as an example, you are producing high risk foods i.e. sausage rolls but you had not set a critical limit i.e. 75 degree's celsius for 30 seconds or an appropriate time/temperature combination.
- There must also be written evidence that all staff no matter what their food handling tasks had been trained on your food safety procedures. This was not available
- I noted that you did have a copy of Safer Food Better Business (SFBB) on site with staff food hygiene training certificates enclosed but you had not completed any sections of the pack.

Recommendation: That you complete the copy of Safer Food Better Business (SFBB) you have. Alternatively, download an electronic copy from the Food Standards Agency if you prefer not to have to much paperwork on site.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Training

Observation I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available.

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 clearly shown the presence of allergens in your food on your menu.

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.