



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Smokey Barn Coffee Roasters
Address of food business:	Unit 1 Abc Wharf King Street Norwich NR1 1QH
Date of inspection:	21/09/2018
Risk rating reference:	18/00894/FOOD
Premises reference:	14/00048/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Storeroom, Main Kitchen, Front of house, Back of house, Served
Records examined:	Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe and specialist coffee shop

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

Your Food Hygiene Rating is 1 - major improvement is necessary



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:

- dirty window to rear office/food room above oven
- staff not fully aware of allergens i.e. jar of mustard in fridge
- a small dog was seen wandering into the kitchen where you prepare and handle open foods. You informed me it was your pet dog and it is always kept out of the kitchen in the dining area. You showed me a metal guard which is placed across the counter access point to prevent it from getting into the kitchen. This system was obviously not working/suitable as it was later observed again in the kitchen. It was apparent that you or your staff had not placed the metal gate into its proper position when food or drink was taken to customers at their tables.

Domestic pets and animals must not be in areas where food is handled, stored or prepared. Although the dog appeared very clean, it may have come into contact with unknown contaminants or bacteria which may transfer to staff hands, clothing or parts of the kitchen .

- since the last inspection you had placed an oven into the previous office/storeroom area to cook food. This space/area technically now becomes a food preparation room and must be free of contamination risks. Given the unsuitable wall construction and finish and many non-food related items stored in this area it is not suitable to prepare/handle opens. Unless the standard of construction is suitably improved and all physical contamination risks removed you must not use this area as a food room.

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Legal Requirement Adequate procedures must be in place to prevent domestic animals from having access to places where food is prepared, handled or stored (or, where the competent authority so permits in special cases, to prevent such access from resulting in contamination).

Hand-washing

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

- a large waste bin was sited in front of dedicated wash hand basin making access difficult

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- no proper protective clothing worn by food handlers
- as mentioned earlier a small dog was seen behind the counter and dining area. Although the dog appeared very clean, it may have come into contact with unknown contaminants or bacteria which may transfer to staff hands, clothing or parts of the kitchen.

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

- the rear store room where some cooking is carried out is extremely cluttered with non food business related items. You must remove these items.
- a small dog was seen on the premises. Domestic pets should not be in a food business. You informed me that you intend to no longer bring in the pet dog whilst trading.

2. Structure and Cleaning

The structure, facilities, cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. and/or laid out and as a consequence there is the potential for cross-contamination to occur. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

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

- window in rear store/food preparation room as cobwebs could be seen
- flooring in rear store/food preparation room
- flooring in corridor from kitchen to rear store room
- wall/floor joints in main kitchen.
- you must remove all non food business related items from the rear store room. This will allow easier cleaning and to check for signs of pests. This was mentioned in the last inspectors inspection report.
- large stainless steel spiking to window in rear food preparation room as cobwebs were seen.

Contravention The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- wood panelling was used throughout the kitchen and coffee making area as wall coverings. This wood was very rough sawn and needs rubbing down/planing and then sealed or treated to leave a smooth non-porous surface that is easy to keep clean
- bare/damaged brickwork to wall and under window in rear store room/food room. If you intend to use this area in future as a food room all surfaces must be sound, impervious and easily cleanable.

Maintenance

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

- damaged brick work in rear store food preparation room around window.
- damaged window in rear food preparation room allowing access by pests i.e. flies
- gaps around frame to window
- flooring was very worn in places and ill fitting creating dirt traps. Grey duct tape was seen as a temporary fix to worn lifting flooring in main kitchen.
- doors missing to wall units in main kitchen
- damaged plastic matting on top of floor covering in main kitchen
- gaps to ceiling/wall joint in rear store/food room

- damaged plaster ceiling in rear storeroom food preparation room

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. You were failing to apply your written food safety management system. Some staff not suitably supervised instructed and/or trained in food hygiene. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Provide a simple documented system such as 'Cook Safe' or Safer Food Better Business (SFBB).:

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.:

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 The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Information Having no written food safety management system based on HACCP principles was raised at the previous inspection when you first opened your business. I intend to return in approximately 4 weeks time to check that you have a fully working food safety management system in place. I will also check you are no longer using the rear store room as a food room unless major works have been carried out to improve the maintenance, construction standards and removal of contamination risks. I will also check the pet dog is still not causing a food safety risk. Formal action may be taken if these matters have not been complied with.

Hazards to Food

The following matters demonstrated that you had not identified hazards to food or their methods of control at critical points in your operation (**Contravention**):

- domestic pet observed in main kitchen
- rear store room not suitable as a food room

Waste Food and other Refuse

Contravention The following evidence indicated that waste food was not being disposed of appropriately:

- you informed me food and business waste is taken away and placed in your domestic rubbish. This is not a proper method to dispose of commercial waste.

Legal Requirement You must use a licensed waste carrier to dispose of commercial waste

Training

Contravention The following evidence indicated there was a staff training need:

- staff were not aware of some food allergens that they are legally required to control in a food business. i.e. mustard

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.:

Contravention You have not warned your customers about the potential for cross-contamination with allergens.

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 don't 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

HEALTH, SAFETY AND WELFARE

Uncontrolled Hazards

The following hazards had not been controlled and were of immediate concern.

(Observation):

- You need to ensure the safety of your staff and reduce the risk of them injuring themselves - especially when cleaning the window above the oven in rear food room. The security bars you have fitted are extremely sharp. You can place warning signs to alert of this issue but you also need to train your staff and have written procedures for them to follow.