



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Crusty Corner
Address of food business:	38 Bell Road Norwich NR3 4RA
Date of inspection:	26/09/2018
Risk rating reference:	18/00909/FOOD
Premises reference:	07/00330/FOOD
Type of premises:	Bakery
Areas inspected:	All
Records examined:	SFBB, Cleaning schedule, Pest control report, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Bakery and 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
<b>Your Total score</b>	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	4	3	2	1	0

Your Food Hygiene Rating is 5 - a very 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:

- shell eggs stored at the top of the fridge, above ready to eat foods.

**Observation** Contamination risks were generally well controlled.

**Observation** The only raw meat handled is bacon. Sandwich fillings are bought in. Perishable items were covered, dated and well organised.

**Guidance** If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 80°C for 15 seconds) between uses.

**Guidance** If heat disinfection or a dishwasher is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) must be stored and washed separately.

### **Hand-washing**

**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.

### **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.

**Recommendation** If you do not already do so, it is recommended that you record cook temperatures.

**Observation** Sandwiches are made fresh to order. Bakery items exempt from temperature control are disposed of daily.

## **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:

- minor high level cleaning downstairs around bakery roof light
- cobwebs around window in ground floor and by boiler
- red tap top in first floor kitchen missing and harbouring dirt. (Replace missing cap.)
- hand contact surfaces such as door handles and sink tap.

**Information** Different sanitisers require different contact times to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively.

**Observation** The kitchen had been generally well maintained and the standard of cleaning was generally high.

### **Cleaning of Equipment and Food Contact Surfaces**

**Contravention** The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- hand contact to fridge doors
- runners around wooden display in shop.

**Observation** You had colour-coded equipment on which to prepare food.

### **Cleaning Chemicals / Materials / Equipment and Methods**

**Contravention** Your staff did not realise the contact time was 5 minutes. Staff must be aware of the properties of cleaning agents in order that they are used effectively.

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

**Recommendation** Replace your sanitiser with a product with a shorter contact time.

**Information** Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

## Maintenance

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

- minor flaking paint to downstairs bakery ceiling
- woodwork in several areas worn and requires redecoration.

## Pest Control

**Observation** This was well managed. You have a pest control contract in place. The contract shows no problems.

## **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. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

## Type of Food Safety Management System Required

**Observation** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

## Traceability

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

## Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

### 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.

**Observation** Nearly all staff have done a Level 2 Food Hygiene course.

### Infection Control / Sickness / Exclusion Policy

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

### Allergens

**Observation** You had a comprehensive folder containing your allergy assessments.

**Contravention** You had not sign posted or brought the allergy information to your customers attention.

## HEALTH, SAFETY AND WELFARE

### Matters of evident concern

**Contravention** The following matters were of immediate concern:

- remove cardboard stored by the oven