

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	International Aviation Academy- Norse Commercial Services
Address of food business:	Anson Road Norwich NR6 6ED
Date of inspection:	05/11/2018
Risk rating reference:	18/00963/FOOD
Premises reference:	17/00064/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS, Temperature control records, Training certificates / records, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe

**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

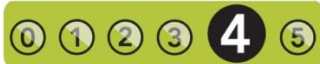
  

Your Total score	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
Your Worst score	5	10	10	15	20	-

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::

- Outdoor coat stored in kitchen
- Food is currently washed in the wash up sink because you had effectively taken the wash up sink out of use by designating the area as your raw meat area. I would suggest reviewing your sink usage.
- Buffet food going off site was seen transported covered by cling film and in a cardboard box. Better protection should be provided such as plastic lidded containers.

**Information** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- through 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

**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.

**Observation** I was pleased you could demonstrate effective E.coli 0157 control through the complete separation of raw and ready-to-eat food, the correct use of wash-hand basins and thorough handwashing, having dedicated equipment (including complex equipment) for raw and ready-to-eat foods, through 2-stage cleaning and the correct use of sanitisers, and by controlling the risks posed by soily vegetables.

**Recommendation** You had designated the old food preparation sink and drainer as a raw meat area, and were preparing food in the wash up sink which causes contamination issues in itself. Whilst the FSA guidance ideally suggests a designated raw area, which is ideal if there is sufficient space, and a lot of raw meat preparation is carried out, other controls such as separation by time, and thorough cleaning methods can be used. I recommend you review your designation of the sink as a raw meat preparation area. Ideally you could provide another separate table/work surface.

## Hand-washing

**Information** Proper hand-washing is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide 'E.coli - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe.

**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

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- No hot holding temperature monitoring is carried out.
- No temperature controlled delivery of high risk items to external buffets and to another school. Whilst these may be local no temperature monitoring seems to take place by the recipient, and no insulated boxes are used to keep food at optimum temperatures, as seen at other NORSE operations.
- Cornish pasty on hot hold display below 68 degrees centigrade (the temperature identified as safe by your HACCP system). This would have been identified through temperature monitoring.

**Legal Requirement** Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

**Guidance** Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

**Recommendation** Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food, these thermometers can be useful to food businesses so long as they are used bearing in mind that they display the surface temperature of food, or the wrapping on the food, rather than the core temperature.

**Recommendation** You monitor chiller temperatures with the digital readout only. This does not always give an accurate reading. I recommend you use a independent thermometer.

**Recommendation** Staff were aware of safe cooling, but this could be enhanced by portioning hot items.

## Unfit food

**Recommendation** You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday.

## 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

- You had not date coded cake portions on display.

## **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

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

### Cleaning of Equipment and Food Contact Surfaces

**Observation** You had dedicated equipment for the preparation of raw and ready-to-eat foods.

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

### Cleaning Chemicals / Materials / Equipment and Methods

**Guidance** Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

**Recommendation** I recommend that items such as mops, buckets and rooms are stored in an area, room or cupboard separate from a food preparation or storage area so that the risk of food contamination is minimised.

### Facilities and Structural provision

**Observation** The following facilities were inadequate or absent and must be provided or improved:

- Be careful to not exceed the capability of this kitchen, for example when buffet for 100 covers are prepared. There is limited work top and chiller space.
- Review the designated raw meat area.

- Provide additional work top space if possible
- Remove non essential items from the kitchen to alleviate space.

### Pest Control

**Observation** You had a Electric Fly Killer in the kitchen, but as some flies were seen I suggest another one is provided in the seating 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. 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

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

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

### Food Hazard Identification and Control

**Contravention** The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- Your HACCP under section 2.6 on transport only mentions hot food deliveries. I could find no mention of cold food deliveries in this document, nor on the poster. Please review.

### Proving Your Arrangements are Working Well

**Contravention** You are not working to the following safe methods in your Food Safety Management system:

- No hot holding temperature checks
- No completion of hot hold records on monitoring forms.

### 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.

### Infection Control / Sickness / Exclusion Policy

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

### 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](http://www.norfolk.gov.uk/abc)

**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** Each time food is sent to a buffet I recommend the allergen information accompany it and be clearly displayed near the buffet.