



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Auntie Annes Soft Pretzels
Address of food business:	51 Castle Mall Norwich NR1 3DD
Date of inspection:	22/11/2018
Risk rating reference:	18/01023/FOOD
Premises reference:	15/00162/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Storeroom
Records examined:	FSMS, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Takeaway

**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>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-

  

<b>Your Rating is</b>	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::

- aprons stored in cupboard together with outdoor coats.
- plastic runner to hot cabinet starting to fracture. Small loose pieces of plastic.
- salt shaker top badly melted and cannot be cleaned.
- plastic cup for jalepenos melted. As above.
- staff lunch had been brought in and was stored next to the lemonade area.
- hand contact surfaces to fridge door dirty.
- plastic trays with cracked edges.
- jug with loose plastic.
- member of staff not at work stood in main kitchen wearing outdoor coat.

**Legal Requirement** Visitors to rooms where food is handled are required to achieve the same standard of hygiene as food handlers. Provide additional white coats/aprons for visitors.

**Information** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued guidance on controlling E.coli 0157. However this is for information as you handle no raw meat:

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

### Hand-washing

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

- towels were not available near the wash hand basin. I recommend these be located in a wall mounted dispenser near the wash hand basin.

**Recommendation** For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

### 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:

- a food handler was wearing no hat when I arrived.
- although staff hair was tied into a pony tail, this was very long, and posed a contamination risk.

**Legal Requirement** Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

**Legal Requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

### Temperature Control

**Guidance** It is essential to know that your probe thermometer is working properly. You were not calibrating your probe. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1\_°C and 1°C.

- The readings in boiling water should be between 99°C and 101°C.

**Observation** You had a probe thermometer and wipes and were carrying out regular monitoring and were maintaining good records. You were aware of critical temperatures.

**Observation** You advised that the hot cabinet runs at over 63 degrees, but when I probed food it was at 45 degrees. As you sell the food within 2 hours this is not an offence, but is indicative that your monitoring is not effective. Ensure you check product temperature as the law relates to this.

### 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 ice cream scoop is kept in a water bath. Although changed regularly hygiene could be improved by using a appropriately diluted milton solution.

## **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:

- wall behind oven, and top of ledge running along the wall.
- floor in less accessible areas in servery
- floor behind grease trap in rear room.

**Contravention** The following structural items could not be effectively cleaned and must be repaired/made good.:

- several floor tiles were loose and broken in the servery and rear kitchen.
- worn paint to woodwork and doors.

**Information** Cleaning terms:

Detergent: is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

Dilution rate: many chemicals are supplied in concentrated form and must be diluted before use. You must follow the manufacturers instruction so that you dilute the chemicals correctly with water

Disinfectant: is a chemical that kills bacteria.

**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.

**Recommendation** Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

### 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:

- runners of fridge.
- runners of the hot display cabinet were dirty and encrusted with sugar. This requires more thorough cleaning than just brushing. (See photo).
- freezer door seals dirty.

### Cleaning Chemicals / Materials / Equipment and Methods

**Information** Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

**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.

**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.

**Observation** You were using Ecolab sanitiser. This does not have a contact time stated. No raw meat is handled.

### Maintenance

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

- flaking and worm paint to wooden plinth directly behind the work top.
- missing and loose floor tiles harbouring dirt. These were missing grout and some tiles were completely loose.

### Facilities and Structural provision

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

- cover missing to ceiling light in rear room.

### Pest Control

**Observation** I was pleased to see that premises was proofed against the entry of pests and that pest control procedures were in place.

**Recommendation** That you provide an Electric Fly Killer.

### **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 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.

#### **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
- Maintenance is poor

#### **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:

- cleaning
- maintenance
- staff over clothing

#### **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**

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

- The Auntie Annie procedure says staff must be trained to level 2. Not all staff have this.

#### **Infection Control / Sickness / Exclusion Policy**

**Guidance** Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

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