



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Cafe Britannia At The Guildhall
Address of food business:	Guildhall Gaol Hill Norwich NR2 1JP
Date of inspection:	28/11/2018
Risk rating reference:	18/01035/FOOD
Premises reference:	16/00047/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom, Front of house, Servery, Preparation room
Records examined:	FSMS, SFBB, Temperature control records, Cleaning schedule, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe serving local community

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::

- Staff members taking food to tables were not wearing any dedicated protective clothing.

Hand-washing

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

- the dedicated wash hand basin was obstructed by a free standing bain marie in the main kitchen.

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:

- Waiting staff taking orders from customers had long hair. Staff with long hair should have it tied back or wear hats to prevent risk of physical contamination. Evidence of long hair falling from staff was seen on floor in main kitchen

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

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.

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:

- Flooring under the door to built under fridge
- Wall/floor joints under the units in the main kitchen
- Wall/floor joints in the food storage office area
- White plastic trunking in the main kitchen
- High level cleaning in the main kitchen as dirt was seen on top of the pipework
- Base of feet to equipment where they meet the floor in the main kitchen
- Base of the main counter area where it meets the floor
- Cover to metal sockets on the floor in the main counter area
- Stairs into the office food storage room

Maintenance

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

- There were large cracks to the ceiling in the main kitchen and wash up area.
- Damaged lino flooring into the office food storage room. The lino was lifting in places and creating a trip hazard. Brown packing tape was also used to cover split lino.
- Damaged flooring in the main kitchen under main oven
- Cracks to wall coving
- Matter with the appearance of damp to the window in the main kitchen

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)**

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:

- According to your HACCP documentation the premises should be sound, maintained and repaired. However, given the number of maintenance matters that needed attending to this would appear to not being followed. No evidence of intended repairs was provided or seen. I was informed that the lino is to be repaired in a new refit shortly.

Observation Some hand writing for written fridge temperatures was difficult to read.

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.

Observation I was pleased to note evidence of staff being training on your HACCP was provided.

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.

HEALTH, SAFETY AND WELFARE

Uncontrolled Hazards

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

(Contravention):

- The lino flooring into fridge and freezer/office area was damaged and lifting in places causing a trip hazard. I was informed the flooring is to be replaced shortly.