



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Millies Cookies
Address of food business:	109 St Stephens Arcade Chapelfield Norwich NR2 1SB
Date of inspection:	17/12/2018
Risk rating reference:	18/01105/FOOD
Premises reference:	05/00275/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Storeroom
Records examined:	FSMS, Cleaning schedule, 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:

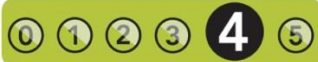
The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score 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

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

Observation Contamination risks were controlled

Hand-washing

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

- An ice cream scoop was left in the wash hand basin
- You need to ensure that the blue roll dispensers by the wash hand basin are kept filled. I was pleased to see that it was filled in my presence.

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.

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

- Equipment left in the wash hand basin.

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:

- The pipework to the dipper well.
- Flooring to the walk in freezer in the main kitchen underneath shelving
- The grills underneath both drinks fridges
- A deep clean around the drinks fridges is needed.
- The interior and exterior of the walk in freezer in the store room
- You need to improve high level cleaning in the store room as cobwebs were seen.
- The store room needs tidying. There was a burst bag of muffin mix at the entrance which had spilled onto the floor inside the store room. This could attract pests.
- The freezer in the store room was untidy and the floor needed cleaning.

Recommendation Add a deep clean behind and to the sides of the drinks fridges to the cleaning schedule every few months.

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:

- The dipper well on the ice cream freezer was dirty. It was also starting to detach from the freezer due to a missing screw, leaving a visibly dirty gap that could harbour bacteria.
- There were posters peeling at the corners on the ice cream freezer. Dirt was building up behind the peeling corners.
- The oven gloves in use had a large build up of food debris and need to be cleaned or replaced. There also needs to be a schedule for ensuring the oven gloves stay clean.

Cleaning Chemicals / Materials / Equipment and Methods

Information: Always ensure you follow the manufacturers instructions on bottles of sanitiser as they may not be effective if used with the wrong dilutions or for the wrong contact time.

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 are examples of where your documented procedures said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do::

- The cleaning schedule was signed off daily saying the store room floor had been mopped, however the mess and spilled cookie mix showed that this had not happened.

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.

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern:

- Poorly stacked boxes in the store room could fall on people trying to access them.