



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Artel
Address of food business:	67 London Street Norwich NR2 1HL
Date of inspection:	14/01/2019
Risk rating reference:	19/00021/FOOD
Premises reference:	18/00189/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen
Records examined:	SFBB, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Coffee 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

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 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

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Hand-washing

- Contravention** The following indicated that hand-washing was not suitably managed::
- there was no towel to the towel dispenser

Unfit food

Contravention The following food was unfit because it was past its use by date;

- cooked aubergines and onions had a use by date of 7/1 in the Gram fridge

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

- prepared hash; stored in the fridge had the date 8/1 on it
- eggs were being stored at ambient temperatures, it is a government recommendation that eggs are stored in a fridge
- protective film was seen to the interior and the door to the Gram fridges numbered 1 and 2, remove the film to aid easy cleaning
- mustards i.e English and whole grain were being stored at ambient temperature, it states on the label 'once opened store in the fridge and use within 6 weeks' I recommend that you date label these products once the container is opened
- confusion on the date labelling of when food had been placed in the freezer and when taken out to defrost

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.

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 items were dirty and require more frequent and thorough cleaning:

- flooring underneath the stainless steel table and near the dishwasher
- stairs
- wall/floor junction underneath the washing up sink

Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces and equipment were dirty and must be cleaned or replaced:

- containers storing utensils underneath the stainless steel table where the food processor is stored
- shelf where the eggs are stored

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces

- food handlers were unaware of the 5 minute contact time of the sanitiser

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.

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

Maintenance

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

- door to the electric cupboard
- edge of step to the stairs
- cover was missing to the ceiling exposing electric wires
- the servery was constructed using bare wood. You need to seal/treat/paint the wood to leave a smooth impervious surface that can be easily cleaned

Pest Control

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

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

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:

- date labelling
- storing prepared foods for 5 days

Proving Your Arrangements are Working Well

Contravention The MANAGEMENT sections in your Safer food Better Business pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following MANAGEMENT sections were either missing, incomplete or not up-to-date::

- The daily diary
- Your Contacts lists
- Staff training records
- cleaning schedule
- the diary had lapsed since 11/1