



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Gnaw Chocolate
Address of food business:	64 - 65 Norwich Livestock Market Hall Road Norwich NR4 6EQ
Date of inspection:	16/01/2019
Risk rating reference:	19/00032/FOOD
Premises reference:	12/00185/FD_HS
Type of premises:	Food manufacturer
Areas inspected:	Factory floor, Storeroom, Back of house
Records examined:	FSMS, Cleaning schedule, Pest control report, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Manufacturer of chocolate

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** .

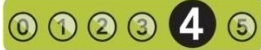
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

Food Hygiene Rating Re-Scoring Visit

Date: 14/2/19

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 4 – a good standard



Inspectors notes:

Observation Considerable effort had been made to address the matters noted in the original inspection report. The following areas require your attention.

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)**

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- Plastic moulds used with sulphite containing ingredients were stored above non-allergen moulds and bits of chocolate had dropped onto them.

2. Structure and Cleaning

The structure, facilities, 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 satisfactory. The minor contraventions require your attention. **(Score 5)**

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

- Floor fan in production room 2

Contravention The following items could not be effectively cleaned and must be removed or made non-absorbent:

- shelves in the wrapper room
- cello tape used to secure protective padding to overhead equipment

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

- Seals between wall and floor in production room 1 was loose

Observation

- Altering the layout of the premises has ensured that staff must pass a wash hand basin when entering the production area.
- The hand washing facilities are in the process of being upgraded.
- A fixed ceiling is to be provided to the storage area used to keep food wrappings.
- Larger hot water cylinder is to be provided.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. You are progressing towards a written food safety management system. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Observation Existing HACCP documentation including records were available for inspection (though not presented at the original inspection) however these are currently undergoing a full review.

Contravention The HACCP document did not appear to contain

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		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 1 – major improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. You are failing to apply some of the controls needed to prevent cross-contamination. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Contamination risks

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- Leaving loose papers/pens etc lying on production machinery/equipment
- Current storage practices poor, i.e. not keeping allergens fully separate e.g. bags of granola left on wooden pallets in warehouse (not on shelving/ in same area with other allergen containing foods) Cross contamination risks not properly controlled.
- Dust laden vents to air conditioning units above chocolate moulds.
- Potential allergen risk from trolleys not being properly cleaned after use for storage of allergen containing chocolates
- Crates of dirty/used shot glasses stored amongst boxes of clean pipettes

Hand-washing

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

- The hand wash basin near the end of production area appeared not to be used (handle to door to warehouse caked in chocolate)
- No bin placed at wash hand basin for disposal of paper towel (bin at opposite end of production room)
- The box of gloves on production line was not near the hand wash basin

Personal Hygiene

Observation 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:

- Staff not being encouraged to change their gloves frequently enough and wash hands (see state of hand contact surfaces shown in photographs), lack of hand wash basins.
- Staff leaving production line do not remove aprons on exiting.

Unfit food

Observation Lutein extract past best before date (May 2018). It is not good practice to use products that have passed their best before date.

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

- Warehouse allergen storage hap-hazard
- Use of same equipment for chocolate containing nuts as for other chocolate.

2. Structure and Cleaning

The structure, facilities, cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Improvements are needed in hand and/or equipment washing facilities. The premises are poorly designed and/or laid out and as a consequence there is the potential for cross-contamination to occur. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action.
(Score 15)

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning::

- The production rooms (floor, walls, pipework beneath and behind equipment, hand contact surfaces door handles sockets and switches, hand wash basin, air conditioning units, racking and trolleys).
- The warehouse floor and shelving units.

Contravention The following items could not be effectively cleaned and must be covered or made non-absorbent:

- Brushes to base of doors
- Cardboard over vents
- Wooden pallets used in warehouse
- Music centre in production area.
- Chair in the production area with cardboard and bubble wrap taped to it.

Recommendation Replace the brush to door with a rubber blade.

Cleaning of Equipment and Food Contact Surfaces

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

- Many containers (red and green boxes, plastic containers) for raw materials

- (including allergenic foods/organic foods) caked in chocolate and other dirt.
- Wooden mallet/hammer wrapped in plastic sheet/bag covered in chocolate debris
- Badly scored and dirty(mouldy) chopping boards
- Interior of fridge (used for storage of Lutein and microbiological testing kit) dirty/stained
- Weighing scales caked in chocolate
- Floor fans caked in chocolate
- Used and dirty equipment inside cupboard

Maintenance

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

- Several broken wooden pallets in food storage area
- Seals between wall and floor coming loose. Dirt build up between surfaces.
- Split seal behind sink

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved::

- No wash hand basin on entry to production room (sanitising gel not sufficient)
- No proper ceiling to the packing area (sheet of polythene)
- Inadequate facilities for the cleaning/washing of equipment
- Inadequate storage space for the complete segregation of ingredients, packaging and finished product

Observation There was only one hand wash station in the main production room, which did not appear to be used.

Recommendations

- Provide a hand wash station at the staff entrance to the production area.
- Provide a hand wash basin in the hand made production area.
- Provide a ceiling to the packing hall that can easily be cleaned and prevents dust and debris in this area.
- Increase the storage area provided. A mezzanine floor would increase storage space in the warehouse

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.

Recommendation Don't use poison based pest traps inside the production area.

3. Confidence in Management

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. Some staff are not suitably supervised, instructed and/or trained in food hygiene. You have a varying track record. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention Your documented Food Safety Management System whilst it was available for inspection was found to be muddled. You appear to be using Safer Food Better Business and out of date other accreditation which don't cover the current practices and hazards of the business. Your Food safety management (FSM) system is not adequate in its scope and/or is not sufficiently detailed. Ensure your FSM system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable.

Contravention Your paper records appeared not to reflect what is stated in your food safety management system. As a consequence you could not demonstrate an effective system for managing food safety hazards.:

Recommendation The Food Standards Agency Website has a tool called My HACCP, which may help you in developing a HACCP system that adequately covers your activities.

Information You need to review your current documentation including monitoring records in particular the cleaning rota/schedule (what when and how), personal hygiene rules, use of gloves.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and this means that your food safety management system will be ineffective::

- Cleaning and sanitation are poor
- Staff hygiene and training is inadequate
- Inadequate facilities (hand wash basins)
- Cross contamination potential not adequately controlled.

Information Before implementing a food safety management (FSM) system basic good hygiene conditions and practices called prerequisites must be in place. Only then will your FSM system be effective in ensuring the preparation of safe food.

Proving Your Arrangements are Working Well

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

- Cleaning schedule for warehouse not filled in
- Warehouse cleaning sheet didn't correspond to what the detailed schedule says. This needs reviewing so it is clear what staff must do
- No records seen for rest of premises

Waste Food and other Refuse

Observation Blue boxes of glass to be disposed of not labelled properly and stored with food items in the warehouse.

Training

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Allergens

Contravention You have not warned your customers about the potential for cross-contamination with allergens.:

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Observations

- Haphazardly stacked boxes/cardboard in corridors and on top of staff canteen (falling objects/restricted space/trip hazards)
- Chocolate machines preventing production entrance door from opening fully
- Many trailing electrical flexes in production areas (trip hazard)