



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Heartsease Community Fridge
Address of food business:	94 Rider Haggard Road (The Hive) Norwich NR7 9UQ
Date of inspection:	05/02/2019
Risk rating reference:	19/00108/FOOD
Premises reference:	19/00054/FD_HS
Type of premises:	Distribution Centre
Areas inspected:	Storeroom, Main Kitchen
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Community Fridge

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:

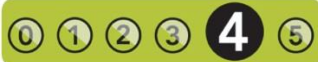
The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score 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 ready-to-eat food and or its packaging to the risk of cross-contamination with food borne bacteria from raw meat or unwashed fruits and vegetables:

- there did not appear to be a verbal or written policy on how long to keep items. This should be incorporated into your Food Safety Management System. (As discussed this will vary depending on the type of product and how old products are when you receive them. You should be able to obtain this information from the supplier.
- no clear policy exists for volunteers who collect food in their cars. This activity has the potential to cause contamination risk if uncontrolled depending upon whether food is wrapped/in containers, pets are excluded, personal cleanliness of hands and clothing of volunteers, and knowledge of not to undertake this task if suffering/suffered with sickness and diarrhoea. Again incorporate into your Food Safety Management System.
- no policy on how food will be collected, ie. use of clean lidded receptacles. This seems to occur in an adhoc fashion. Please consider.
- no clear system is in place for when food is received, sorted, stored and labelled for distribution. (It is suggested that washable lidded boxes be used, labelled with the date received or to dispose of and contents.)

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Recommendation That tongs be used for food handling.

Hand-washing

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

Information Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand washing should include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands

- hygienic drying

Information We have a hand washing demonstration kit which you might like to borrow in order to demonstrate the principles of correct hand washing to your students. Contact the Duty Officer on 01603 212747 for more information.

Information Handwashing is required:

- * before handling ready-to-eat food
- * after touching raw food and its packaging, including unwashed fruit and vegetables
- * after a break/smoking
- * after going to the toilet
- * after cleaning
- * after removing waste
- * after blowing your nose .

Recommendation Hand sanitising gels conforming to standard BS EN 1500 can provide additional protection.

Recommendation Hand gel be provided for use by those collecting food.

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:

- there appeared to be no general guidance or policy on the level of suitable protective clothing to be worn by volunteers when making drinks and sorting food.
- volunteers collecting food from various locations appear to wear no protective clothing. Given that food may sometimes be unwrapped you need to consider a clear guidance policy on this, or how the food is to be packaged.

Legal Requirement You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

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

Recommendation To further improve personal hygiene I suggest that a clear policy be drawn up regarding personal hygiene, over clothing and hand washing. Ensure this is brought to the attention of volunteers. This should form part of your Food Safety Management System.

Temperature Control

Guidance All food products should be stored in accordance with the manufacturer instructions.

Observation You monitor the fridge temperature, but do not generally distribute high risk items.

Unfit food

Contravention The following foods were past the USE BY date and were thrown away:

- prepared onions. (Although not for redistribution these were found in a basket on the floor. Ensure such items are removed from public areas and disposed of.)

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

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 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 (an exception is rice which should not be kept longer than 24 hours)

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:

- whilst providing food past its 'best before' date is not an offence, the food must still be fit for consumption. You should include in your written documentation a clear policy on stock rotation and visual checks required.

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

2. Structure and Cleaning

The structure facilities and standard of 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 adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

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

- floor carpeted to storage cupboard.

Recommendation That the carpeted floor in the food cupboard is replaced with a washable floor covering.

Observation The kitchen had been well maintained and the standard of cleaning was good.

Cleaning of Equipment and Food Contact Surfaces

Recommendation That you use an anti-bacterial spray on tables and surfaces before handling food. The premises is used by other groups.

Cleaning Chemicals / Materials / Equipment and Methods

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.

Guidance Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697; or other standards that meet the same conditions and requirements.

Recommendation Use disposable paper wipes for cleaning and for mopping up spillages.

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

Pest Control

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises.

Recommendation 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. You are progressing towards a written food safety management system. 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

Contravention You do not have a documented food safety management system. Your business is generally low risk but you still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and handover diary etc.

Contravention I have been able to access a number of documents issued by Norfolk Waste Partnership and Hubbub, stored here at the Council. From our telephone conversation I believe you have access to these. However at the time of my inspection no documentation forming your Food Safety Management System was available on site, and the volunteers were not aware of any. Furthermore a number of practices need your consideration and lead me to believe that either the documents you have are not being followed or are not adequate and have not considered the necessary control of risks and hazards necessary for you to meet your legal obligations with regard to managing food safety hazards. You need to compile such a document as outlined above.

Information Your documented food safety management system needs to be kept on site. Volunteers need to be trained in your systems and should understand and follow them.

Contravention From the documents I viewed it appeared that you have not fully carried out some areas that were outlined such as training volunteers in the staff handbook created by Hubbub, etc

Observation I also viewed a Disclaimer. Please note that although you give this information to 'customers' it is important that you meet your legal obligations fully, as this would have little benefit to you should a serious problem occur.

Food Hazard Identification and Control

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- cross-contamination
- allergens
- and as outlined above.

Traceability

Contravention You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate::

- some products come direct from main stores like Tesco. Other products are origin unknown as they may come from Food Hub.

Observation Your records should be able to show the origin of food so that it could easily be traced back to its supplier.

Waste Food and other Refuse

Contravention The following evidence indicated that waste food was not being disposed of appropriately::

- food waste was not stored in bins. (Prepared onions with use by of 23.1)

Training

Information There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512

Observation I was pleased to see that food handlers had been formally trained to an appropriate level and evidence of their training was made available. However additional training will be needed in your own policies once these have been properly formed.

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.

Allergens

Contravention You are failing to manage allergens properly::

- You have not identified the allergens present in the food you provide
- You do not have a system for informing customers about the presence of allergens in the food you provide
- You are not informing customers about the risk of cross contamination with allergens

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

Observation Some items are labelled, but others have no labelling. You need to sign post allergen information clearly. You are unable to guarantee that items are allergen free. However you must still be able to inform customers of the allergens within the foods you provide. This was not currently being done.