



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Moco Kitchen
Address of food business:	19 Cranleigh Rise Norwich NR4 6PQ
Date of inspection:	13/03/2019
Risk rating reference:	19/00212/FOOD
Premises reference:	18/00325/FOOD
Type of premises:	Mobile takeaway
Areas inspected:	Main Kitchen, Other, Storeroom
Records examined:	FSMS-NCASS Haccp
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Mobile

**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	<b>5</b>	10	15	20	25
Structure and Cleaning	0	<b>5</b>	10	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30

  

<b>Your Total score</b>	0 - 15	<b>20</b>	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	<b>10</b>	10	15	20	-

  

<b>Your Rating is</b>	5	<b>4</b>	3	2	1	0
-----------------------	---	----------	---	---	---	---

Your Food Hygiene Rating is 4 - a good standard



## **1. Food Hygiene and Safety**

**The inspection was based around discussion as the premises/and mobile were not in use at the time. You had not yet traded but are due to commence shortly. Food will be prepared at the home address with minimal preparation on the mobile.**

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**

**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.

**Legal Requirement** Cleaning chemicals should be stored in an area separate from food so that they cannot contaminate the food. They should be stored in sealed containers with clear usage instructions.

**Guidance** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued guidance on controlling E.coli 0157 through:

- \* the complete separation of raw and ready-to-eat food
- \* the correct use of wash-hand basins and thorough handwashing
- \* having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- \* through 2-stage cleaning and the correct use of sanitisers
- \* and by controlling the risks posed by soily vegetables.

**Guidance** Equipment, utensils, dishes and wrapping materials used for RTE foods are not to be stored in open storage (i.e. a storage area that cannot be closed) underneath a work top where preparation of raw foods is undertaken as this could lead to cross-contamination.

**Recommendation** Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination. You have separate fridges for raw and cooked food. You have colour coded boards and a rack. You have colour coded tongs for handling raw and cooked items.

However you will need to provide probe wipes for use with your probe.

**Recommendation** That you sanitise before you start business food preparation. That you dispense sauces etc from covered bottles to reduce the attraction of insects.

**Observation** I was pleased to note the washing machine is located out of the kitchen, and that you have no pets.

You have a dishwasher.

### 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. Handwashing should include the following steps:

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

**Information** Hand washing 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** For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

**Recommendation** After washing hands food handlers should turn the taps off using paper towel to prevent them from re contaminating their hands.

**Observation** I was pleased to see hand washing appeared to be well managed, and that you knew your legal obligations. There is a basin in the kitchen, and also on the trailer.

### Personal Hygiene

**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** Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably 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.

**Observation** I was pleased to see that the overclothes you intend to wear appear appropriate.

### Temperature Control

**Legal Requirement** Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

**Legal Requirement** The cold chain is not to be interrupted. However, limited periods outside temperature control are allowed for handling during preparation; transport; storage; display and service of food provided that it does not result in a risk to health.

**Legal Requirement** If you rely on selling hot food (displayed under 63 °C) within two hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the two hours have elapsed.

**Legal Requirement** Where food is to be held or served at chilled temperatures it must be cooled as quickly as possible following the heat-processing stage, to a temperature which does not result in a risk to health.

**Legal Requirement** Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

**Information** Frozen foods were being defrosted at room temperature. There is a risk that bacteria will begin to grow in the food once it has defrosted. It is therefore recommended that frozen foods are placed in a fridge to defrost. You must ensure that any run-off liquid does not present a risk e.g. defrost foods in a container.

**Information** All food products should be stored in accordance with the manufacturer instructions. For example sauces were being stored at room temperature when the manufacturer instruction is that they should be refrigerated once open.

**Information** Sauces should be stored in accordance with the manufacturer's instructions, once opened.

**Guidance** Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

**Recommendation** The core temperature of cooked and reheated foods should reach 75° C for 30 seconds or an equivalent time and temperature combination.

**Recommendation** In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75 degrees C for 30 seconds or an equivalent time/temperature combination (e.g. 80 degrees C for 10 seconds).

**Recommendation** Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by decanting into several smaller shallow containers. Allow air to circulate by not covering in foil or cling film. A food grade net can be used to cover food and allow air circulation.

**Recommendation** Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature.

Consider using cool boxes for transporting high risk foods bought locally. Check the temperature of deliveries of high risk foods when they arrive.

I recommend independent thermometers in each fridge. Also that you regularly calibrate your probe using melting ice and boiling water and record this.

**Observation** You have ordered a digital probe/scanner thermometer. You appeared aware of critical cook, chill and hot hold temperatures and the need to monitor these. As you were not yet trading no records were available. The fridge units were not seen working at the time of inspection.

### Unfit food

**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

**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.

However you must not use a product past its use by date. If you freeze these it is recommended you apply an additional label with the date you freeze and defrost.

## **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:

- rough block work to walls in utility

**Information** Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively.

**Recommendation** Remove plants and flowers from the food room.

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

### **Cleaning of Equipment and Food Contact Surfaces**

**Information** A ready-to-eat food is any food that can safely be eaten without the need for further processing .

**Observation** You had dedicated equipment for the preparation of raw and ready-to-eat foods.

### **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.

**Information** You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

**Guidance** Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

**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.

**Observation** I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

**Observation** You are using Dettol and paper towels. It is recommended you use a single product to reduce confusion, and also one that is commercial grade.

#### Facilities and Structural provision

**Legal Requirement** The facilities for washing food must be separate from the hand-washing facility.

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

#### Pest Control

**Legal Requirement** Adequate procedures must be in place to control pests. Adequate procedures are also to be in place to prevent domestic animals from having access to places where food is prepared, handled or stored.

**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.

**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. 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

**Legal Requirement** Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

**Observation** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food. You are members of and have the NCASS pack. You had not yet started to trade and therefore no completed records were seen.

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

### Food Hazard Identification and Control

**Information** Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

### Traceability

**Recommendation** Labelling all perishable food with a USE BY date will help you rotate your stock and demonstrates you have effective controls in place.

**Observation** Your records were such that food could easily be traced back to its supplier.

### Waste Food and other Refuse

**Legal Requirement** The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

**Observation** Waste will either be disposed of where you trade or at home. You will need to investigate a commercial collection when you know the extent of your business.

### Training

**Contravention** The following evidence indicates there is a staff training need as food handlers::

- no formal 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.

**Information** You can obtain a list of the training courses we provide on our website [www.norwich.gov.uk](http://www.norwich.gov.uk)

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

**Recommendation** A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Recommendation** A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

### 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 prepare
- You do not have a system for informing customers about the presence of allergens in the food you prepare.

**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](http://www.norfolk.gov.uk/abc)

**Information** Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

**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](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**Information** Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided upfront, clear signposting to where this information could be obtained must be provided.

**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.

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

**Recommendation** Add allergy information to your menu

**Observation** You had a allergy matrix in your NCASS pack, but this was yet to be completed.