



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Ziggy's Espresso And Sandwich Bar
Address of food business:	Ziggy's The Street University Of East Anglia Norwich NR4 7AF
Date of inspection:	12/03/2019
Risk rating reference:	19/00213/FOOD
Premises reference:	03/00030/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom, Servery
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe

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

Food Hygiene Rating Re-Scoring Visit

Date: 1.5.2019

Following the previous inspection a re-rating visit was requested. The revised score is indicated here.

Your revised Food Hygiene Rating is 5 – a very good standard



Inspectors notes: Amended scores of 0 for food safety, 0 for structure and cleanliness and 5 for confidence in management were awarded. You had reviewed temperature control within your Haccp, and altered records to be kept. These were now being kept well showing satisfactory temperatures, good monitoring and understanding of exemptions available.

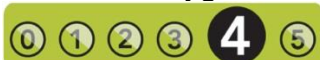
The results of the original inspection are listed below.

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

Your Food Hygiene Rating is 4 - a good 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

Contravention The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- plastic cup left laying in ice in ice machine.

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.

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

Observation I recommend you de-clutter the shelf in the preparation kitchen.

Hand-washing

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

- there was no hot water to the wash hand basin in the staff WC when I arrived. The tap to the wall mounted heater had broken. Whilst I was on site the Maintenance person arrived and fixed this.

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 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 staff. Contact the Duty Officer on 01603 212747 for more information.

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.

Observation I was pleased to see that otherwise hand washing was well managed.

Observation I understand that the tap to the WC wash basin had been reported a couple of weeks ago and it was coincidence that it was repaired whilst I was on site. A lack of hot water to a wash hand basin is something that would adversely affect your food hygiene rating and should therefore be remedied as priority. Other matters such as non critical missing wall tiles, for example, could be scheduled to take longer. I therefore suggest you implement some kind of system to prioritise maintenance work.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- the hot display cabinet was not holding high risk foods above 63 degrees Celsius
- you were not applying the 2 hour exemption available to you
- you had not been monitoring this and had therefore failed to detect that temperatures had dropped too low
- no hot hold temperature records for the cabinet were being completed, as outlined in your Food Safety Management System.

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.

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.

Observation I was informed that trade from the hot counter used to be much quicker, and that items used to sell within 2 hours. It was also found that the temperature control of the unit had been turned down, contributing to the lower temperatures. The introduction of slate display boards may also have affected temperature.

Hot held soup was being monitored and appropriate records maintained.

I was pleased to note you have a probe thermometer which is regularly calibrated.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

Cleaning of Structure

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

Cleaning Chemicals / Materials / Equipment and Methods

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 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.

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.

Maintenance

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

- missing splash back tiles to staff WC.

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

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

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place and generally working well. I was confident you had effective control over most hazards to food.

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 and some hot-held food.

Recommendation That your Food Safety Management System be available in each unit. It would be satisfactory for this to be stored electronically so it can be updated centrally.

Food Hazard Identification and Control

Contravention The control methods you have put in place at the following critical control points are not sufficient::

- bacteria growing on food
- methods of control at critical points

Proving Your Arrangements are Working Well

Contravention The following matters are needed in order to demonstrate your food safety management system is working as it should:

- temperature monitoring of hot held food and appropriate records.

Traceability

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

Waste Food and other Refuse

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

Training

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

- were not implementing the Food Safety Management System fully.

Observation I was pleased to be advised that staff either have, or will be doing a Level 2 Food Hygiene Course. Also that staff will do the Food Standards Agency allergen course.

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.