



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Carrello's Del Caffè
Address of food business:	Land Corner Of Rampant Horse Street Brigg Street Norwich
Date of inspection:	19/03/2019
Risk rating reference:	19/00254/FOOD
Premises reference:	09/00017/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Other
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Coffee cart serving sandwiches and cooking paninis

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:

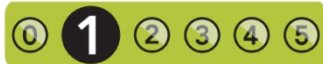
The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score 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		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 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)**

Hand-washing

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

- Not washing hands after handling money and proceeding to handle tea bags

Recommendation wash hands after handling money or get a pair of tongs to handle tea bags

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:

- Wearing pullovers. Food handling staff should be wearing clean, adequate protective clothing.

Temperature Control

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

- Cold, high risk foods, for service, were being kept above 8 degrees Celsius. These were being re-chilled after two hours, but then being displayed again. While chilled food can be kept at above 8 degrees Celsius for up to four hours, this only permitted for a single period at these temperatures. After this period they must either be disposed of or kept under refrigeration until sold.

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

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

Cleaning Chemicals / Materials / Equipment and Methods

Recommendation Use a sanitiser with a shorter contact time

Observation You were unaware of the contact time of your sanitiser

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. Some staff 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 You do not have a food safety management system in place that is sufficient for your business. Implement Safer Food Better Business or an equivalent food safety management system:

- You were only keeping basic opening and closing checks. You had no written policies in place for cooking, temperature control, sickness policies etc. This has been brought up in previous inspections and your temperature control issues demonstrate that your current policies pose a risk to food safety.

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.:

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

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 records for your coolbox
- Staff training records

Training

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

- Were unaware of the contact time for the sanitiser
- Were using poor food storage practices

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

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