



Public Protection (food & safety)

Food Premises Inspection Report

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|----------------------------------|--|
| Name of business: | Ancestors Coffee |
| Address of food business: | 27 Magdalen Street Norwich NR3 1LE |
| Date of inspection: | 11/04/2019 |
| Risk rating reference: | 19/00354/FOOD |
| Premises reference: | 17/00216/FD_HS |
| Type of premises: | Restaurant or cafe |
| Areas inspected: | Main Kitchen, Servery |
| Records examined: | None |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Coffee shop serving vegan cuisine |

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 |

Your Food Hygiene Rating is 3 - a generally satisfactory 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

Recommendation Provide a sink in the kitchen for food and equipment washing.

Observation There is only a hand wash basin in the kitchen where food is prepared. This is being used for hand, equipment and vegetable washing. There is however a sink in the servery.

Hand-washing

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

- wash hand basin in the kitchen was dirty
- no means for hygienically drying hands was available (T-towel provided)

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:

- not wearing suitable protective clothing whilst preparing food.

Information Persons handling open foods should wear clean protective over-clothing.

Recommendation As a minimum, aprons be worn whilst preparing food.

Temperature Control

Contravention You do not have means for checking that food being stored refrigerated is held at less than 8°C .

Recommendation Obtain Independent thermometers which can be kept in each unit, are useful to indicate the air temperature of the unit and give an indication as to the temperature of the food.

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.

Unfit food

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- tomatoes in the service fridge were mouldy.

These were disposed of in my presence.

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- using the same sink to wash vegetables as hands in the kitchen.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

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

- behind and under equipment
- high level cleaning (cobwebs)
- hand contact surfaces such as light switches and door handles
- mastic joints behind wash hand basin in kitchen and sink in servery
- wash hand basin and taps
- flooring in kitchen.

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

- unsealed wooden structures i.e. shelving in kitchen window reveal.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- hand contact surfaces
- food storage containers.

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- touch points were dirty (light switches, door handles etc)
- Your sanitisers are not to B S E U 1276:1997 13697:2001 Standards

Information Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

Maintenance

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

- wall surfaces in kitchen (uneven around hand wash basin)
- splits or holes/gaps in flooring
- peeling paint to walls
- window reveal (crack/open joint to structure)

Recommendation Upgrade the wall surfaces particularly around the hand wash basin in kitchen and above preparation bench. Provide a surface finish that is easy to clean.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- insufficient number of sinks.

Legal Requirement Where necessary the facilities for washing food must be separate from the hand-washing facility.

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 currently do not have a food safety management system or what you have in place is not suitable for your business. Provide a simple documented system such as Safer Food Better Business or an equivalent food safety management system.

Information If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is available on the FSA website:

www.food.gov.uk/business-industry/caterers/sfbb However, do make sure staff have access to it at all times when working.

Information Contact us for details of our Safer Food Better Business workshops on 01603 212747 or visit our webpage www.norwich.gov.uk

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:

- staff hygiene and training is inadequate
- facilities are inadequate

Recommendation Labelling perishable food with the date it must be used or discarded will help you rotate your stock and demonstrates you have effective controls in place. You had labels available but were not using them.

Training

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

- standard of cleaning was poor
- not wearing protective over-clothing
- hand basin being used for washing of food/ cleaning equipment.

Allergens

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.