



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Bicycle Shop
Address of food business:	17 St Benedicts Street Norwich NR2 4PE
Date of inspection:	03/06/2019
Risk rating reference:	19/00461/FOOD
Premises reference:	09/00247/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe bar

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 2 - 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)

Contamination risks

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

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Hand-washing

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

- no towel to wash hand basin

Legal requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

Temperature Control

Contravention A quantity of cooked food was left out at room temperature. To prevent toxins forming in the cooked foods, you are advised to either keep it hot (above 63°C) or cool it as quickly as possible and store it at or below 8°C prior to being reheated for sale

- cooked food i.e beans in tomato sauce (stored on the floor) and tomato sauce was being stored uncovered at ambient temperatures. You informed me that these foods had been stored like this for over 3 hours

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

Unfit food

Contravention The following foods were past the USE BY date:

- Cauliflower soup dated 25/5
- Jar of pickled chillies with no 'use by' on

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 day or 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.

Poor Practices

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

- eggs were being stored at ambient temperatures. It is a government recommendation that eggs are stored in the fridge
- food was being left to cool uncovered for more than 3 hours

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

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

- bottom to kitchen door
- fly screen to window
- air vent in storeroom

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- interior bottom to fridge numbered 3
- front to cooker
- tea towel underneath fryer

Cleaning Chemicals / Materials / Equipment and Methods

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

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

- split seals to fridges numbered 1, 2, 3 and 4
- chopping boards were badly scored and need replacing
- peeling paint to wall
- flooring in washing up station was badly marked
- bare wooden frame was being used to support broken shelving to stainless steel table where the deep fat fryers were housed
- electric socket was hanging off the wall behind the deep fat fryers
- interior to chest freezer
- the lid to the chest freezer could not close
- holes to wall where towel dispenser had been removed
- hole to wall behind freezer
- hole to wall in storeroom

- front to chest freezer

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.

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)**

Observation Your SFBB was a mixture of the retail and catering pack with pages missing, the chef was unaware of previous documentation

Recommendation I recommend you purchase a new pack for caterers

Type of Food Safety Management System Required

Recommendation You can buy a printed copy of Safer Food Better Business or a diary refill pack via our website www.norwich.gov.uk/sfbb

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

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

Contravention The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- waste management is poor

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- chilling down hot food
- no cleaning schedule
- The SFBB pack is limited in the procedures which it covers. If you to undertake other processing methods not covered by the pack such as pickling chillies, you

should record your safe methods for these and add them to the pack.

Information Please note that as the food business operator the onus to demonstrate that food has been produced safely is on you and you must therefore thoroughly research processes when carrying out high risk activities eg such as pickling

Traceability

Observation Your records were such that food 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
- no receptacle for waste

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.

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

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.

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern:

- loose rung to the bannisters at the base of the stairs to the kitchen
- electric socket loose from wall behind cooking station

