



Public Protection (food & safety)

Food Premises Inspection Report

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|----------------------------------|--------------------------------------|
| Name of business: | Open |
| Address of food business: | 20 Bank Plain Norwich NR2 4SF |
| Date of inspection: | 26/07/2019 |
| Risk rating reference: | 19/00548/FOOD |
| Premises reference: | 00980/0020/0/000 |
| Type of premises: | Community centre |
| Areas inspected: | Main Kitchen, Cellar, Front of house |
| Records examined: | SFBB, Cleaning schedule |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Conference and events venue |

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 4 - a good standard



1. Food Hygiene and Safety

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

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- damaged equipment (split / broken plastic food containers) is in use that could shed particles e.g. open box of glace cherries with broken lid.
- blue paper towel being used as board stabiliser.
- fraying cloths
- empty unused cardboard boxes (for service of foods at events) stored under the sinks in the raw food preparation area
- ice machine dirty

Recommendation As you have a designated area for the preparation of raw meat, fish and raw vegetables it is suggested that the red, blue and brown boards are stored in the rack provided in this area along with a cling-film dispenser only for use with raw foods.

Recommendation silicon mats be used as board stabilisers

Hand-washing

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

- the wash hand basin in the kitchen near the wash up area was obstructed by bins and cleaning equipment
- no soap was available at wash hand basins in the bar and glass wash area
- no paper towel available at the wash hand basin in the glass wash area

Personal Hygiene

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

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

Unfit food

Observation some unopened kegs of 'Fosters' beer were found in the cellar past the best before date. Whilst it is not an offense to use products beyond their best before date it is not good practice.

As a charity organisation you receive food donations which can cause problems with storage arrangements. You must have a robust stock control system in place to ensure the foods with the shortest shelf life are used first.

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::

- known allergenic foods were being stored amongst non allergenic foods (sunflower seeds stored in a tub marked 'Nuts' containing nuts)

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 were dirty and require more frequent and thorough cleaning:

- behind and under equipment
- dust laden filters to extract system
- store room floor

Recommendation Some areas of the kitchen are cluttered which hampers your ability to clean. Remove all unnecessary items, reorganise other items into clean lidded containers to facilitate cleaning.

Recommendation Review your cleaning schedule/rota to ensure these areas are cleaned more regularly.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned::

- hand contact surfaces
- ice machine

Maintenance

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

- edging to shelves beneath bar counter.

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. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Food Hazard Identification and Control

Observation You have a food safety management system in place that appears to be based on SFBB with supplementary sheets having been added. This has become confusing with duplicated sections saying different things. e.g.regarding hats. Review your systems and make sure staff are aware of any changes you make.

Proving Your Arrangements are Working Well

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

- Daily Diary
- 4-weekly checks
- food allergies
- not following stock check procedure-decanted dried foods seeds/cake decorations found beyond the applied use by date of a month after opening.

Recommendation ensure you are following the manufacturers instructions for storage of foods once opened i.e store opened bottles of sauces under refrigeration/dried foods have the best before date applied as found on the original packaging.

Training

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

- were unaware of the contact time for the sanitiser
- staff observed to wipe sanitiser straight off the surface when it has a 30s contact time

The sanitiser in use appears to have different contact times according to its dilution. Ensure the staff know how to use the product effectively.

Infection Control / Sickness / Exclusion Policy

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

Allergens

Recommendation Organise the dried goods storage to provide totally separate facilities for each of the known allergens used in your business. Review your haccp and allergen procedures (cleaning down of area, use of designated equipment personal hygiene i.e hand washing and use of gloves)

HEALTH, SAFETY AND WELFARE

Slips Trips and Falls

Contravention The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall:

- Loose/lifting section of flooring in the lift
- gas bottles in the cellar not chained