



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Dozen Bakery
Address of food business:	Dozen Artisen Bakery 107 Gloucester Street Norwich NR2 2DY
Date of inspection:	13/11/2019
Risk rating reference:	19/00774/FOOD
Premises reference:	19/00319/FD_HS
Type of premises:	Bakers shop - retail
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Bakery

**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
Structure and Cleaning	0	5	10	15	20	25
Confidence in management & control systems	0	5	10	15	20	30

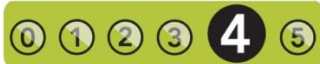
  

Your Total score	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
Your Worst score	5	10	10	15	20	-

Your Rating is	5	4	3	2	1	0
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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 contamination risks were identified:

- food handlers were wearing jewellery e.g dropped earrings

#### Hand-washing

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

- no towel to wash hand basin in WC

#### 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:

- foods were not being stored at the temperature directed by the manufacturer e.g Mrs Temples Cheese was being stored at 10°C it states on the pack store between 0 - 5°C. I was pleased to see that these were moved to another fridge
- pastries were being cooked at 195°C and bread was being cooked at 250° increasing the risks of the presence of acrylamide

**Legal Requirement** If you rely on selling (normally chilled foods) displayed over 8°C within four hours, you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

**Information** Acrylamide is a carcinogenic chemical that is formed when some foods containing carbohydrate e.g. potatoes and bread, are cooked at high temperatures (i.e. above 120°C). Cooking methods that often exceed this temperature include frying, roasting, baking, grilling and toasting. All have the potential to produce acrylamide in concentrations which could be harmful.

### 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:

- storing food e.g cured hams in cardboard boxes in the True fridge
- no date of when opened on Parmigiano Reggiano and other cheeses in the True fridge

## **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:

- electric socket
- cobwebs next to door in garage

- window sill next to ovens
- flooring under stainless steel table
- flooring underneath rear to oven
- door leading into garage

### Cleaning of Equipment and Food Contact Surfaces

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

- underneath towel dispenser new wash hand basin
- interior bottom to chest freezer
- seals and door handle to upright freezer
- remove outer film packaging to interior door and side to upright freezer for easier cleaning
- light blue crates used for bread
- wheels to ovens

### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see 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:

- indicator missing to hot tap
- floor damage near front of oven

### Facilities and Structural provision

**Recommendation** A plastic diffuser cover is recommended on all fluorescent strip lighting. These can be removed for cleaning and will help contain glass fragments in the event of a breakage

**Recommendation** The electric fly killer needs to be re-sited. It should be situated in an area away from main light sources and food preparation surfaces

### 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. Your records are appropriate and generally maintained but some deficiencies were identified. 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**

**Observation** Your SFBB/food safety management system was in place.

**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.

#### **Proving Your Arrangements are Working Well**

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

- training records / supplier lists, all staff must be trained in your pack
- cleaning schedule
- chilling / chilled storage / display of chilled food

**Recommendation** I recommend that you add the induction hob and weighing scales to your cleaning schedule

**Observation** Opening checks had not been filled in on the day of my inspection

#### **Traceability**

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

#### **Training**

**Observation** I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

#### **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 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.