



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Rabbit
Address of food business:	6 Pottergate Norwich NR2 1DS
Date of inspection:	13/11/2019
Risk rating reference:	19/00776/FOOD
Premises reference:	16/00176/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Front of house
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Coffee shop

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:

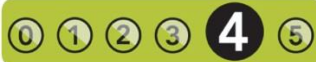
The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score 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
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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 exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- brown cutting board badly scored
- uncovered food on display in the front window

Recommendation Cover food at all times (not just in the summer) since the shelf on which food is displayed is near to head height and therefore prone to contamination from people coughing and sneezing nearby.

Temperature Control

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Hand-washing

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

- the wash hand basin was obstructed
- wash hand basin was not sufficiently clean. Clean and sanitise taps more frequently

Unfit food

Recommendation Dispose of the old herbs and spices which may have been passed their best before date (although no reliable date information on was available on the containers).

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:

- around equipment feet
- dead flies adhering to the grills of the electric fly killer
- wash hand basin taps
- under and to the sides of units

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- the brown cutting board was stained

Cleaning Chemicals / Materials / Equipment and Methods

Observation You appeared to be unaware of the term '2-stage cleaning'. Ensure you first clean worktops of visible dirt and debris and then disinfect surfaces using a suitable surface sanitiser. A surface sanitiser can be used for both stages but be sure to use it twice. Take care to observe the correct contact times for the product.

Recommendation Store cleaning equipment (such as mops, buckets and brooms) away from a food areas where food is handled and prepared.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- no fly screens to the windows

Observation There were no fly screens to the kitchen windows but you advised these were never opened. Please ensure that if windows are to be opened in the summer months they are provided with screens that will prevent the entry of insects.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Your Documented Food Safety Management System

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

Observation You are using your own diary instead of the dairy in the SFBB pack. Do ensure however that each day is 'signed off' to indicate the SFBB pack has been followed that day.

Recommendation The FSA has issued a new Safe method for the SFBB pack on controlling Acrylamide in foods and updated its information on allergens. You can also download extra diary pages and there is an interactive version of the pack which dispenses with having to keep paper records. Further information can be found here: <https://www.food.gov.uk/business-guidance/safer-food-better-business>

Proving Your Arrangements are Working Well

Contravention The standard of cleaning indicates your cleaning schedule is *not* working effectively. Make sure your cleaning schedule identifies all those items and areas to be cleaned and that you are adhering to the frequency of cleaning specified in the schedule.

Recommendation Use the cleaning schedule in your SFBB pack. If the item or area is dirty when you go to clean it you should increase the frequency of cleaning. Cleaning schedules are there to remind you to clean before things become dirty.

Observation I was pleased to see you were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

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

Allergens

Legal Requirement You must identify the presence of the 14 specified allergens where they are present in the dishes you serve (including those allergens present in the ingredients that go into them) and bring this information to the attention of your customers.

Contravention You are failing to manage allergens properly:

- you have not identified all the 14 specified allergens present in the food you prepare. Include the allergens present in the ingredients that go into your dishes
- you are not informing customers about the risk of cross-contamination with allergens. Include a reference to the risk of allergen cross-contamination on your menu or allergen poster

Recommendation Include all of the allergens in an allergen chart. It needs to be accurate, readable and be kept up to date since you are relying on the information to keep your customers safe. You can obtain a chart from the Food Standards Agency website www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf