



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Happy Tum
Address of food business:	76C Catton Grove Road Norwich NR3 3AA
Date of inspection:	12/12/2019
Risk rating reference:	19/00837/FOOD
Premises reference:	19/00274/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe

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

Contravention The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- raw foods e.g bacon was being stored next to cooked foods e.g cooked sausages and above tomatoes in the upright larder fridge
- cooked foods e.g fruit pies were being stored on top of raw foods e.g burgers in the Future freezer
- probe thermometer was not being effectively cleaned between usage
- same containers and tongs were being used for raw and ready-to-eat foods

Observation Razors were being stored near the washing up sink and the wash hand basin. Staff must not shave inside the food premises as there is a risk of contaminating food and the premises.

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Guidance The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- through 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

Guidance Equipment, utensils, dishes and wrapping materials used for RTE foods are not to be stored in open storage (i.e. a storage area that cannot be closed) underneath a worktop where preparation of raw foods is undertaken as this could lead to cross-contamination.

Recommendation Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

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.

Hand-washing

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

- there was no soap or hygienic towel to wash hand basin

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:

- a food handler was wearing a watch

Recommendation To further improve personal hygiene I suggest:

- full aprons or chef whites are worn when preparing food as hoodies/jumpers can shed fibres onto food

Temperature Control

Legal requirement If you rely on selling COLD food (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.

Recommendation In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75°C for 30 seconds or an equivalent time/temperature combination (e.g. 80°C for 10 seconds).

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:

- open canned tomatoes and mixed vegetables were being stored in the fridge

Legal requirement once opened canned food which is to be stored should be transferred to plastic containers, designed for the storage of food, to prevent chemical contamination of the food

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:

- ceiling above griddle

Recommendation Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- top to seals to Future freezer
- seals to small freezer
- seals to under counter freezer
- blade to table top can opener
- white and yellow cutting board are badly scored and need replacing

Recommendation I recommend that you purchase probe wipes to clean your probe thermometer

Cleaning Chemicals / Materials / Equipment and Methods

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

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Maintenance

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

- the structure to the counter had been constructed using bare wood. You need to seal/treat/paint the wood to leave a smooth impervious surface that can be easily cleaned
- the mechanism was missing to the extraction canopy above the cooker. However you informed me that you were due to repair this very soon

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

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)**

Type of Food Safety Management System Required

Contravention You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

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

Information As you are a new business you have been given the benefit of the doubt despite your food safety management system not fully complying with the law. You

must act on this now as your hygiene rating score will be reduced to a maximum of 1 if there is a similar situational at the next visit.

Food Hazard Identification and Control

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- storing raw foods next to ready-to-eat foods
- using same containers for raw and ready-to-eat foods

Traceability

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

Training

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

- were unaware of the contact time for the sanitiser
- did not know the critical temperature for cooking foods

Infection Control / Sickness / Exclusion Policy

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

Allergens

Contravention You are failing to manage allergens properly:

Legal requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. You can obtain more information from the Trading Standards website: www.norfolk.gov.uk/abc

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided upfront, clear signposting to where this information could be obtained must be provided.

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid