



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Dixies Diner
Address of food business:	86 School Lane Norwich NR7 8TQ
Date of inspection:	03/01/2020
Risk rating reference:	19/00849/FOOD
Premises reference:	07/00212/FD_HS
Type of premises:	Cuisine - Cafe
Areas inspected:	Storeroom
Records examined:	SFBB, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe serving local community

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

- worn chopping boards need replacing
- staff member seen in food preparation areas with long hair not tied back

Hand-washing

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

- dedicated wash hand basin was obstructed by a waste bin

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:

- food handlers were not tying their hair back
- staff were not wearing suitable protective clothing
- staff were wearing long sleeve pullovers

Legal Requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

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:

- staff were storing their personal belongings/items in area behind the counter. ie. a pairs of shoes/boots and handbags. The strap of one of the hand bags was also creating a trip hazard to staff making coffee

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:

- floor/wall junctions
- around equipment feet
- behind and under equipment
- high level cleaning
- hand contact surfaces such as light switches and door handles
- mastic joints behind sinks
- wash hand basin

Contravention The following items could not be effectively cleaned and must be covered or made non-absorbent:

- mdf or chipboard shelves

- concrete floor in rear storage room area

Maintenance

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

- worn and / or peeling paint
- loose coving at wall/floor junction in main kitchen
- rotten woodwork to main counter
- rust to base of many refrigeration units
- damaged vents to equipment
- missing access panels to equipment

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. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Proving Your Arrangements are Working Well

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

- personal hygiene / handwashing
- cleaning / clear and clean as you go

Contravention The following matters are needed in order to demonstrate your food safety management system is working as it should:

- maintenance recording
- staff training records. Some staff listed had left your employment and the main cook had not been trained on your written procedures for ensuring you serve safe food

Traceability

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

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.

Contravention You must be more vigilant on some dishes that you have indicated do not contain an allergen. I found that you were using egg brushed onto pastry which had not been recorded on your allergen matrix for your sausage pie