

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Subway
Address of food business:	101a Prince of Wales Road
Date of Inspection:	28th January 2020
Risk Rating Reference	20-00037-FOOD
Inspection Reference	EH20/19460
Type of Premises:	Take away
Areas Inspected:	All
Records Examined:	Temperature records, training records
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

The Law

The report relates to the following 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.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice

(**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

Please Note

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

FOOD SAFETY

How we calculate your new Food Hygiene Rating:

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		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



This space is reserved for your Right of Reply

- You have a 'right to reply' in respect of this food hygiene rating. This allows you to explain what improvements you have made or to offer an explanation for the standards we found at the time of this inspection.
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- Your new rating will be displayed here and on your website listing
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

General description of the business

Take-away serving high risk foods serving local community. Part of national chain.

Food Hygiene

Summary:

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

1. 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
(Contravention):
 - Broken light fitting above open foods in main cold well/display counter

Structure and Cleaning

Summary:

The structure, facilities, 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

2. The following items were dirty and require more frequent and thorough cleaning
(Contravention):
 - Feet to moveable equipment
 - Seals to fridge's were dirty

Maintenance

3. The following items/areas had not been maintained in good repair and condition
(Contravention):
 - Rust to surface of metal shelf brackets in rear kitchen
 - Damaged light fitting above main food display chiller

Confidence in Management

Summary:

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. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Documented Food Safety Management System

4. Your document Food Safety Management System was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards. **(Contravention)**

Proving Your Arrangements are Working Well

5. The following matters are needed in order to demonstrate your food safety management system is working as it should **(Contravention):**
 - Although you had some written daily/weekly record checks such as fridge temperatures and hot holding temperatures readings these were not sufficient to comply with food safety legislation to have a written food safety management system based on HACCP principles.

Allergies

6. Legislation requires food businesses to provide allergy information on unpackaged food. This applies to food sold from all catering outlets including restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There has also been changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Trading Standards website:

www.norfolk.gov.uk/abc

(Information)

Gas Safety

7. Every employer or self-employed person must ensure that any gas appliance, installation pipework or flue installed under his control is maintained in a safe condition to prevent risk of injury **(Information)**
8. The registered Gas Safe engineer will often issue a certificate which you should keep to show your gas system is safe. It's important to get your appliances regularly serviced to make sure they are working efficiently and safely.
9. It is reasonable to have a gas safety check done on all gas fittings and appliances annually **(Information)**.
10. For more information visit www.gassaferegister.co.uk. **(Information)**.

Read this on our website www.norwich.gov.uk/foodhygieneratings

Electrical Safety

11. Every employer or self-employed person must ensure that any electrical appliance or electrical installation shall at all times constructed and/or maintained so as to prevent, as far as reasonably practicable, danger. **(Information)**.
12. The registered competent person will issue a certificate which you should keep to show your electrical system is safe. **(Information)**
13. It is important to get your appliances regularly serviced to make sure they are working efficiently and safely. You need to look at your portable appliances and electrical sockets regularly for signs of wear and tear, for example exposed inner cables, loose wires and broken sockets. You may wish to have additional assurance from a portable appliance test by a qualified person who can tell you if the parts you can't see have become faulty. There is more information about this at <http://www.hse.gov.uk/pubns/indg236.htm> . The fixed electrical system (wiring in the walls and the fuse box) should be inspected by a competent person at a frequency which ensures their safety. This is usually every 5 years. **(Information)**