



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Salvation Army - Pottergate Arc
Address of food business:	28 Pottergate Norwich NR2 1DX
Date of inspection:	10/10/2020
Risk rating reference:	20/00242/FOOD
Premises reference:	13180/0028/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen
Records examined:	Cleaning Schedule, SFBB, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Charity with kitchen

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 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

Contamination the following exposed food and or its packaging to the risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- open cling film was being stored underneath counter where food is prepared

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.

Hand-washing

Observation I was pleased to see handwashing was well managed.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Recommendation I recommend that you record hot food temperatures

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:

- Floor especially underneath cooker
- Air vent in wall
- Flooring next to dishwasher

Cleaning of Equipment and Food Contact Surfaces

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

- Mastick to washing up sink needs replacing
- Around taps to wash-hand-basin
- Handle to Bosch fridge
- Filters to extraction canopy
- Interior fan to Bosch fridge
- Seals to chest freezer
- Legs to equipment

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept clean and 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:

- Flooring in counter area
- Cupboard doors to larder

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. 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)**

Proving Your Arrangements are Working Well

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

- Daily Diary had lapsed since 13/9/19
- More attention is needed to cleaning

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

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

Allergens

Recommendation Print off allergen information for your bought in foods i.e Greggs products