



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Dyrah Coffee
Address of food business:	16A Earlham House Shops Earlham Road Norwich NR2 3PD
Date of Re-rating inspection:	23/07/2021
Risk rating reference:	21/00154/FOOD
Premises reference:	19/00078/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Coffee shop 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

Food Hygiene Rating Re-Scoring Visit

Date: 23rd July 2021

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Observation I was pleased to see the following:

- Safer Food Better Business Pack (SFBB) fully completed, implemented and written daily written recording as evidence being complied with.
- Office cleaned out and now only food storage area with no obvious contamination risks.
- Wash hand basins now properly managed and staff retrained on systems.
- Standard cleaning improved
- Pest proofing improved.



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:

- stationary and miscellaneous items were sited on shelf above the main food preparation surface in rear kitchen

Hand-washing

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

- equipment was seen draining in the wash hand basin at the main counter
- no means for hygienically drying hands was available at the wash hand basin at the main counter

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

Observation Finding dirty crockery in the dedicated wash hand basin can indicate no proper written procedures or staff training

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
- high level cleaning
- Skirting

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

- mdf or chipboard shelves
- unsealed wooden structures

Maintenance

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

- floor surfaces

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- the external doors
- no pest proof door screen, these are required if you leave external door open for ventilation or access into the premises.

Legal Requirement The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.:

Observation You informed me you do use Safer Food Better Business (SFBB) but on the day of my visit you did not know where it was located. You informed me that you have had some refurbishment work to premises a few months ago and it was likely moved at that time. I discussed re-rating with you when the SFBB pack is located.

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.