



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Cinema City Bar and Restaurant
Address of food business:	Cinema City St Andrews Street Norwich NR2 4AD
Date of inspection:	08/12/2021
Risk rating reference:	21/0040o/FOOD
Premises reference:	07/00389/HASAWA
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen
Records examined:	Temperature Control Records, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant / cafe at local cinema

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 1 - major improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

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:

- Baked beans and spaghetti hoops stored in opened cans
- Colour coded boards stored touching in rack
- Broken cracked handles to some tongs
- Feta removed outer packaging into tub. No evidence of original use by information
- Open dry goods such as castor sugar
- Shelf life applied to prepared items is 5 days. This is too long, and as discussed later is not in line with Company policy
- Items removed from the freezer had not been dated, and still bore the original preparation date of 25.11, such as, tabouleh and desserts like possit and sticky

- pudding 18.11
- Opened spinach undated as to when opened. Label indicates to use within 24 hours
 - Opened and uncovered pack of salt beef and pulled pork

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 hand-washing
- * having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- * through 2-stage cleaning and the correct use of sanitiser
- * and by controlling the risks posed by soily vegetables.

Recommendation Complex equipment (e.g. vacuum packers, slicers, mincers) should be labelled or colour coded so all staff are aware of its designated use for either raw or ready-to-eat foods. You are not using your vacuum packer currently.

Hand-washing

Information We have a hand washing demonstration kit which you might like to borrow in order to demonstrate the principles of correct hand washing to your staff. Contact the Duty Officer on 01603 212747 for more information.

Recommendation For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re contaminating their hands

Observation I was pleased to see hand washing was well managed.

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:

- Staff were not wearing suitable protective clothing. Aprons were worn with long sleeved tops beneath, and no head coverings.
- Staff were wearing their protective clothing on their way to work
- Food handlers were wearing jewellery

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

Recommendation To further improve personal hygiene I suggest:

- Washable overclothes in line with your Company policy.

Temperature Control

Information All food products should be stored in accordance with the manufacturer instructions. For example sauces were being stored at room temperature when the manufacturer instruction is that they should be refrigerated once open. Hot Sirachi sauce was seen at ambient.

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

Observation Although staff were aware of critical temperatures and monitoring, and recording was generally good, I would suggest:

- One temperature check be taken during service in addition to the start and end of the day. This is when equipment may struggle to maintain temperatures.
- Ensure staff do not rely upon taking readings from the digital readout as these can be inaccurate.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its use by date:

- Brie slices- Use by 7 December
- Brakes Greek style yogurt, 4 tubs past Use by, 24.11.21 x2, 1.12.21x2
- Alpro plain yogurt Use by 29.11
- Bread and butter pickle Use by 2.12.21
- Brakes set sour cream 2 tubs, Use by 7.12.21 and 30.11.21
- Pomegranate seeds, use by 2.12.21. These had been frozen. No additional labelling had been applied.
- Brakes sliced cooked salt beef, Use by 30.12. 21 . This had been frozen.

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

Information High risk items bear a use by date. You must not sell, use or intend to sell such items and should ensure you have checks in place to remove these from use.

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday (an exception is rice which should not be kept longer than 24 hours)

Poor Practices

Observation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration::

- Older stock left at rear in walk in chiller
- Deliveries not received when Kitchen staff onsite to receive and check.

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

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:

- Behind and under equipment in cooking area
- Window area behind sink upstand.

Observation The kitchen had been well maintained and the standard of cleaning was good.

Cleaning of Equipment and Food Contact Surfaces

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

- fridge shelving mouldy in Walk in chiller.

Information Please refer to www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance

Observation You had dedicated equipment for the preparation of raw and ready-to-eat foods.

Cleaning Chemicals / Materials / Equipment and Methods

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

Information You must ensure that the sanitiser(s) you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

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:

- WHB loose on wall.

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided. You have a dishwasher.

Pest Control

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

3. Confidence in Management

There is major non-compliance with legal requirements. 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

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.

Contravention I have been informed that a Company Food Safety Management System exists on line. I did not view this at the inspection, as it was very apparent that such a system was not being followed in matters critical to food safety. I am now aware that the site and staff are to be given support by Head office. Ensure your policy is fully implemented and understood.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- staff hygiene is inadequate
- staff training is inadequate.

Contravention The control methods you have put in place at the following critical control points are not sufficient:

- stock rotation

- use by items
- shelf life
- freezing use by items
- date coding
- receiving deliveries

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Traceability

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

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Training

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

- were using food that was passed its USE BY date
- were using poor food storage practices
- were not aware of the food safety management system
- were unsure on the contact time of the sanitiser

Infection Control / Sickness / Exclusion Policy

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

Allergens

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

Information There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512

Information Prepacked for direct sale (PPDS) food, is food that is packaged at the same place it is offered or sold to consumers, and is in this packaging before it is ordered or selected by your customers. The new PPDS allergen labelling will help protect consumers by providing potentially life-saving allergen information on the packaging.

Information Food which is not prepacked for direct sale (PPDS) is any food that is not in packaging or is packaged after being ordered by the consumer. These are types of non-prepacked food and do not require a label with name, ingredients and allergens emphasised. Allergen information must still be provided but this can be done through other means, including orally.

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.