



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Urban Eatery
Address of food business:	101 Thorpe Road Norwich NR1 1TR
Date of inspection:	14/12/2021
Risk rating reference:	21/00414/FOOD
Premises reference:	20/00300/FD_HS
Type of premises:	Cuisine - Pub Food
Areas inspected:	Main Kitchen
Records examined:	SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pop up 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
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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

Contravention The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- raw foods i.e bacon was being stored next to ready-to-eat foods i.e blue cheese and cream in the fridge
- chopping boards were badly scoured and need replacing

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Legal requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Hand-washing

Observation I was pleased to see handwashing was well managed.

Recommendation I recommend that you provide a splashback to wall behind wash hand basin

Personal Hygiene

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

Temperature Control

Recommendation Eggs should be refrigerated after purchase

Unfit food

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)

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/wall junctions
- around equipment feet
- behind and under equipment
- extraction canopy

- electric fly killer and tray
- high level cleaning
- walls particularly behind food preparation surfaces
- hand contact surfaces such as light switches and door handles

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

- mdf or chipboard shelves

Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- legs and feet to equipment

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

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:

- hole to rear door. I took your word that the door was being replaced this week
- peeling/flaking paint to wall behind wash hand basin

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- filters were missing from their position in the canopy. Appropriate filters must be installed immediately to reduce nuisance from odours and avoid grease accumulation in inaccessible parts of the ducting

Pest Control

Recommendation Install the Electric Fly Killer in a suitable position away from natural light sources and food and food preparation surfaces and keep it clean

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Type of Food Safety Management System Required

Contravention The Safer Food Better Business food safety management system you use does not cover some of the higher risk catering you are doing i.e sushi rice. You need to supplement the pack with additional HACCP based safe methods to cover all the types of catering you are carrying out

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers

Food Hazard Identification and Control

Contravention The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- you had not identified the particular risks associated with sushi rice as a critical control point. As sushi rice is considered a particularly high risk food product, you need to ensure you have procedures to follow to control the risk and have these written down in your Safer Food Better Business pack
- bacteria growing on food
- bacteria surviving in cooked food
- cross-contamination

Recommendation I recommend that you purchase a pH meter to monitor your sushi rice and record this

Information SUSHI RICE - Important It is recognised that mixing sushi rice with vinegar and salt seasoning will reduce the acidity of the mix, which in turn will help prevent the growth of bacteria and the formation of their toxins e.g. Bacillus cereus. This will enable it to be left out of temperature control for long periods, such as when making the sushi or sashimi. However, if you rely on this you must be able to ensure the following:

- As part of your food safety management system (HACCP), you must have written down your procedure for ensuring the precise amounts of vinegar/salt you are using in your solution.
- The acidity i.e. the pH of the rice and vinegar mix must be checked. This acidity will have to be low enough to inhibit bacterial growth, i.e. below pH 4.5.

pH meters can be purchased from specialist stores or on-line. The pH must be checked routinely and recorded or you must be able to show that it has been checked in some other way e.g. by using a bought in solution that has been tested by a manufacturer and following manufacturer's instructions.

*If you are not able to standardise your vinegar/salt solution for the Sushi rice and/or you are not able to check the pH level to ensure that it is below pH 4.5, you must not allow the rice to be out of temperature control for long periods of time. You are therefore advised to prepare only small amounts in advance, chill them down, store in the refrigerator and allow them to warm up to room temperature naturally just before service.

**Using the correct solution of vinegar to reduce the pH of Sushi rice to pH 4.5 or lower, should help to inhibit the growth of pathogenic bacteria such as *Bacillus Cereus*, which is commonly found in rice. However, you must still ensure that you protect the rice against physical and chemical contamination. Additionally, you must remember that it is only the Sushi rice that is mixed with the vinegar solution. Any other food e.g. fish, meat or egg, added to the product, will not be protected and must not be left out at room temperature.

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.

Infection Control / Sickness / Exclusion Policy

Guidance Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastro-intestinal illness stay away from work until symptom-free for 48 hours.

Allergens

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