



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Fupburger @ The Dog House
Address of food business:	The Dog House 18 St Georges Street Norwich NR3 1BA
Date of inspection:	27/01/2022
Risk rating reference:	22/00039/FOOD
Premises reference:	21/00081/FD_HS
Type of premises:	Mobile Takeaway
Areas inspected:	All
Records examined:	Temperature Control Records, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pub with catering serving the local community. Takeaway also available

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. You are failing to apply some of the controls needed to prevent cross-contamination. 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:

- utensils stored in open dirty containers,
- stainless steel food trays and plastic bottles stored on open shelves not protected from risk of contamination
- colour coded chopping boards stored in rack with sides touching.
- dirty can opener

- poor standard of cleaning of structure of 'kitchen'

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: There were 2 portable hand wash units provided in the yard area close to the temporary structure used as a catering kitchen. Ideally these should be located under cover within the 'kitchen' where they are more likely to be used.

Legal requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high. Staff working in the 'kitchen' were wearing clean uniforms

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- cold foods such as coleslaw and sauces containing mayonnaise were being stored above 8°C

Recommendation: Apply the 4 hour rule by labelling the containers with the time they were put out on display or store in a refrigerated unit until required.

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.

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)

Observation: You were applying a 5 day shelf life to open, decanted and prepared foods.

Poor Practices

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

- uncovered food containers and utensils were not protected from contamination in the 'kitchen'
- empty 'clean' reusable food containers stored on the floor in the cellar

Your kitchen is contained in a temporary structure that is not pest proof. It is therefore important that all items that come into contact with food are protected from the risk of contamination. You stated that these would be moved into the main premises overnight.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. The premises are poorly designed and/or laid out and as a consequence there is the potential for cross-contamination to occur. 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)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- behind and under equipment
- high level cleaning
- tarpaulin walls particularly behind food preparation surfaces
- tarpaulin canopy
- flagstone flooring in 'kitchen'
- cellar floor
- floor in wash up area
- shelving in 'kitchen'
- seals to fridge doors
- ice machine

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

- tarpaulin walls and ceiling in 'kitchen'
- wooden wall to 'kitchen'
- wooden support beneath Raw Meat fridge in wash up area

Observation: Cardboard was being used on the floor in the wash up area to mop up spilled water from the sink.

Maintenance

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

- timber wall surfaces in the 'kitchen'
- torn tarpaulin walls in the 'kitchen'
- loose coving at wall floor junction in the wash up area
- cracked coating to the shelves in raw meat fridge
- 2 urinals in the Gents toilets

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- the ventilation in the 'kitchen' was inadequate
- insufficient number of sinks provided.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- the temporary structure forming the catering kitchen

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises

Recommendation Employ the services of a pest controller.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was inadequate. 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 The food safety management system you have in place is not suitable given the food risks associated with your business. Implement a bespoke HACCP system covering all activities:

- You have a generic food safety management system which does not tell me anything about your food business here at The Dog House

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.

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:

- pest control is inadequate
- the structure of the 'kitchen' is unsuitable

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- cross-contamination

Contravention Your food safety management system is not adequate in its scope and/or is not sufficiently detailed. Ensure your food safety management system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

- pest control
- structure and maintenance
- cleaning
- cross-contamination

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.

Proving Your Arrangements are Working Well

Contravention The following are needed in order to demonstrate your food safety management system is working:

- cleaning schedule
- probe calibration records
- staff training records (relating to your food safety procedures)
- pest control records
- shelf life stability records

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 not cleaning properly
- contamination issues exist

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Observation: I was pleased to note that staff had received Level II training

Legal Requirement Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles e.g. Level III qualification.

Allergens

Contravention You are failing to manage allergens properly: your menus do not advise customers to inform a member of staff if they have any allergens or have a food intolerance.

Legal requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. You can obtain more information from the Trading Standards website: www.norfolk.gov.uk/abc

Legal Requirement Food manufacturers must now label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices you use will contain mustard which your customers will need to be made aware of.

Pre-packed containers of sauce should be labelled with allergen information. If a customer with an allergy/intolerance orders a takeaway, the food should be clearly labelled/identifiable from others within the order. Further advice on pre-packed foods can be obtained from Trading Standards at Norfolk County Council.

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff.

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Recommendation: Consult with the Fire Officers at Norfolk County Council regarding the temporary kitchen. Carry out a fire risk assessment.

Observation You are using a highly flammable structure under which a number of gas appliances are used creating a fire risk.

Review the storage arrangements for the LPG used to serve catering equipment. Empty cylinders of LPG are to be treated as full and should be kept in a secure tamperproof environment, away from drains and potential sources of ignition.