



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	St Andrew's Community Cafe
Address of food business:	St Andrews Church Church Lane Norwich NR4 6NW
Date of inspection:	01/02/2022
Risk rating reference:	22/00190/FOOD
Premises reference:	21/00283/FD_HS
Type of premises:	Community centre
Areas inspected:	Main Kitchen, Storeroom
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Church cafe open to public serving drinks and light snacks. Weekly.

**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	<b>10</b>	15	20	25
Structure and Cleaning	<b>0</b>	5	10	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30
<b>Your Total score</b>	0 - 15	<b>20</b>	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	<b>10</b>	10	15	20	-
<b>Your Rating is</b>	5	<b>4</b>	3	2	1	0

Your Food Hygiene Rating is 4 - a good standard



### 1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.  
**(Score 10)**

#### Contamination risks

**Guidance** The FSA (visit [www.food.gov.uk](http://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
- \* thorough 2-stage cleaning and the correct use of sanitisers
- \* and by controlling the risks posed by soily vegetables.

**Recommendation** Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

### Hand-washing

**Information** Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Handwashing should include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

**Information** Handwashing is required:

- \* before handling ready-to-eat food
- \* after touching raw food and its packaging, including unwashed fruit and vegetables
- \* after a break/smoking
- \* after going to the toilet
- \* after cleaning
- \* after removing waste
- \* after blowing your nose

**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. Overclothes should cover clothes worn beneath. Aprons are satisfactory if short sleeves are worn beneath.

**Recommendation** To further improve personal hygiene I suggest long-sleeved over clothing be worn.

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

### Temperature Control

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

- although you were aware of correct temperatures for fridges and freezers to run at, no thermometers had been provided and temperatures were not being monitored. Regular checks must take place and the fact that this has been done should be reflected in the opening/closing checks in the daily diary pages of the Safer Food Better Business pack, which I have recommended you use.
- although you only cook a small number of high risk pastry items, and visually check these, you do not have a probe thermometer and are therefore unable to demonstrate any means of temperature checking that these have been thoroughly cooked. You will need to purchase a probe. I **recommend** you record batch cook temperatures in the SFBB diary. (You have now purchased a probe and are using this.)

**Guidance** It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

**Recommendation** In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75°C for 30 seconds or an equivalent time/temperature combination (e.g. 80°C for 10 seconds).

**Recommendation** Get some fridge thermometers.

**Recommendation** Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature.

### Unfit food

**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 prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels to the items you prepare and freeze.

### Poor Practices

**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 passed the best before date.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

### **Cleaning of Structure**

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

### **Cleaning of Equipment and Food Contact Surfaces**

**Information** Please refer to [www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance](http://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**

**Contravention** Ensure staff follow the contact time. Your current product has a 5 minute time, but you were not aware of it.

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilutions 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 sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

**Guidance** Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

**Recommendation** Use disposable paper wipes for cleaning and for mopping up spillages.

**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**

**Observation** You are maintaining the premises in good condition.

## 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

**Recommendation** Provide an electric fly killer.

**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. 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** You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.

**Legal Requirement** Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

**Information** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Information** Contact us for details of our Safer Food Better Business workshops on 01603 212747 or visit our webpage [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Information** New food business can benefit from a grace period if their food safety management system is not fully complying with the law. You must act on this now as your hygiene rating score may be reduced to a maximum of 1 if your management system is not fully operational by the next visit.

**Recommendation** Choose Safer Food Better Business as your food safety management system. It is simple to implement and requires a minimum amount of record keeping. (A pack has now been ordered.)

## Food Hazard Identification and Control

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

- bacteria growing on food
- bacteria surviving in cooked 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

**Information** You can obtain a list of the training courses we provide on our website [www.norwich.gov.uk](http://www.norwich.gov.uk)

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

**Recommendation** A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Observation** I was pleased to see that food handlers had been trained to an appropriate level. However this training was several years ago.

### Infection Control / Sickness / Exclusion Policy

**Contravention** There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastrointestinal illness:

- introduce a system to monitor staff illness
- staff must be trained to report these diseases. Staff were not aware of the correct time to stay off work if ill.

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

## Allergens

**Contravention** You have not fully/formally identified the allergens present in the food you prepare. All staff should be aware of the information, in order that it can be correctly given to customers if needed. Ensure this is regularly reviewed in case of changing ingredients/brands.

**Information** Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ANY ALLERGENS IN OUR FOOD

**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](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**Information** The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.