



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Terrace
Address of food business:	Sainsbury Centre For Visual Arts University Of East Anglia Earlham Road Norwich Norfolk NR4 7TJ
Date of inspection:	14/04/2022
Risk rating reference:	22/00262/FOOD
Premises reference:	20/00401/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Servery, Main Kitchen
Records examined:	Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe selling prepackaged sandwiches and non prepackaged cakes to consumers in the local area

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 2 - improvement is necessary



Food Hygiene Rating Re-Scoring Visit

Date: 7 February 2023

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



Inspectors notes:

Food Hygiene and Safety-new score 0

All matters raised have been addressed, in particular with regard to date coding and stock rotation.

Structure and Cleaning-new score 5

Cleaning and maintenance were satisfactory.

However please investigate the rear door as it has a gap beneath which may not be vermin proof.

Confidence in Management-new score 5

The SFBB pack is being used and implemented well. All records were found to be completed.

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

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

Hand-washing

Observation I was pleased to see handwashing was well managed.

Personal Hygiene

Observation I was pleased to see there was a good standard of personal hygiene.

Temperature Control

Observation Chilled food was stored at an appropriate temperature.

Unfit food

Contravention The shelf life of cakes was not known, I was advised they are kept for 4 or 5 days and this may or may not include date of defrost.

Observation Cakes which had been frozen did not have a date of freezing, recommend dating them to assist stock rotation. Cakes which had been defrosted had not been labelled however I was assured they had only just been defrosted and would be labelled that day.

Observation Cookies are displayed in a jar however the Best Before information is not kept from the original packaging and the jar is topped up so that products may have different Best Before dates.

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. Contraventions require your immediate attention. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure and Equipment

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

- floor wall junctions
- walls
- around equipment feet
- behind and under equipment
- sink and taps
- wash hand basin
- dishwasher interior
- dishwasher trays

Maintenance

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

- plastic housing to top of fridge
- missing ceiling tile

3. Confidence in Management

You are progressing towards a documented food safety management system. 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 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. I was informed it is kept in the manager's office but they were on leave.

Proving Your Arrangements are Working Well

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

- daily records of checks carried out eg opening/closing checks (not completed)

- since Dec 2021)
- temperature records (not completed since Feb 2022)
- cleaning schedule
- suppliers lists (out of date)
- staff training records
- pest control records
- maintenance reports

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:

- insufficient cleaning
- temperatures not being monitored and there was some confusion over whose responsibility this is (maintenance staff or management)
- foods not labelled with best before date
- food handlers not clear on how long cakes should be kept for

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 gastrointestinal 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.