



Public Protection (food & safety)
Food Premises Inspection Report

Name of business:	Coffee2Go
Address of food business:	39 Morgan Way Norwich NR5 9JJ
Date of inspection:	28/04/2022
Risk rating reference:	22/00277/FOOD
Premises reference:	21/00385/FOOD
Type of premises:	Mobile take away
Areas inspected:	All
Records examined:	Training Certificates/records, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Mobile horsebox selling drinks and toasties

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

Your Food Hygiene Rating is 4 - a good standard



The mobile was not trading at the time of the inspection.

1. Food Hygiene and Safety

Food Hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

Contamination risks

Observation I was pleased that contamination risks are controlled well. No raw food is handled. Other food is protected from risk.

Hand-washing

Observation One bowl only is currently available. When trading this will be used as a hand wash as there is little need for a sink. If needed a bowl will be used with the swivel tap, until such time as you fit another bowl.

Personal Hygiene

Guidance Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- * After using the toilet;
- * After handling rubbish;
- * After smoking;
- * After taking a break;
- * After handling raw food

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

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

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.

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

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)

Observation You are aware of use by and best before dates. Stock is bought fresh for current weekly trade and then disposed of.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required

in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

Information A detergent is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

Information CORRECT DILUTION: many chemicals are supplied in concentrated form and must be diluted before use. You must follow the manufacturers instruction so that you dilute the chemicals correctly with water

Information Disinfectant: is a chemical that kills bacteria

Information Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

Observation The mobile had been well maintained and the standard of cleaning was exceptionally high.

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.

Contravention The sanitiser you had did not meet the British Standards recommended by the Food Standards Agency. Ensure products are used as instructions state regarding contact times.

Maintenance

Observation You are maintaining the premises in good condition.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- insufficient number of sinks - see previous comment regarding sink/wash basin provision.

Legal Requirement The facilities for washing food must be separate from the hand-washing facility.

Pest Control

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.:

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

Information The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Recommendation Choose Safer Food Better Business Catering pack as your food safety management system. It is simple to implement and requires a minimum amount of record keeping. If you chose this, then ensure you fully complete the pack and implement it by using it and completing the diary pages.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

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:

- services and facilities are inadequate

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.

Observation Your current collection is domestic. As the business grows you will need to consider a commercial collection.

Training

Observation I was pleased to see that food handlers had been trained to an appropriate level (level 2 and allergen awareness) and evidence of their training was made available.

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.

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

Allergens

Recommendation Check if your business sells prepacked for direct sale (PPDS) food by using the Food Standards Agency's allergen and ingredients food labelling tool. Visit www.food.gov.uk/allergen-ingredients-food-labelling-decision-tool

Recommendation For information or advice about prepacked food for direct sale (PPDS) contact Norfolk Trading Standards on 0344 800 8020 or email trading.standards@norfolk.gov.uk.

This may be relevant to the toasties depending on how you package them.

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

Recommendation Download the allergen matrix from www.food.gov.uk and complete.