



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Biddy's Tea Room
Address of food business:	15 - 15A Lower Goat Lane Norwich NR2 1EL
Date of inspection:	19/08/2022
Risk rating reference:	22/00448/FOOD
Premises reference:	11/00019/FOOD
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Cleaning Schedule, Temperature Control Records, Pest Control Report, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe serving homemade cakes and savoury snacks etc to the local community

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



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

Information Equipment, utensils, dishes and wrapping materials used for ready-to-eat foods must not be stored in open storage where there is a risk of contamination (i.e. underneath a worktop where raw foods are prepared).

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

Hand-washing

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re-contaminating their hands

Temperature Control

Contravention The following evidence indicated there was a risk of harmful bacteria remaining in cooked food or reheated food:

- not recording cook temp of sausage rolls

Guidance You cannot rely on taking chilled food temperatures by reading the temperature display on the refrigeration unit. You need an independent method that is clearly related to the actual food temperature.

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

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

- around equipment feet

- behind and under equipment
- electric fly killer and tray
- floor wall junctions

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

- unsealed wooden structures
- the fixed sink units with low shelves impede the ability to clean
- damaged paint surface to waste bins

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.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- fridge shelving
- larder style freezer heavily iced

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- the cleaning equipment was dirty
- you are not cleaning often enough in the less accessible areas

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.

Pest Control

Recommendation Provide a plan showing the location of all the baiting points and/or traps in and around the building.

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. Your records are appropriate and generally maintained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Food Safety Management System

Contravention You are not working to the following safe methods in your SFBB pack:

- cleaning schedule

Recommendation Ensure the schedule covers all parts of the structure and equipment in your premises.

Recommendation Revise your cleaning rota/schedule as necessary to ensure that the cleaning is effective in maintaining a 'clean' premises, especially if new equipment is acquired or you change your cleaning chemicals or equipment. It is recommended that you review the frequency of the deep clean (see 'Extra Checks' sheet in the SFBB pack).

Recommendation Your kitchen is compact and some equipment is either fixed or difficult to move. It is recommended that where possible equipment is provided with wheels or sits on a 'trolley' so that it can be more easily moved.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Training

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

Allergens

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 and customers.