



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Bond Street Cafe
Address of food business:	47 Bond Street Norwich NR2 3TS
Date of inspection:	21/09/2022
Risk rating reference:	22/00487/FOOD
Premises reference:	01900/0047/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe

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

Contravention The following exposed food to physical contamination with dirt, foreign objects or chemicals:

- significant area of cracked ceiling plaster and flaking paint
- plaster dust and debris emanating from holes in the wall behind the new boiler

Recommendation Equipment and utensils designated for use with either raw or ready-to-eat foods (e.g. your colour coded cutting boards) should be washed and stored separately (not touching).

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 hand-washing was well managed.

Temperature Control

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.

Guidance Do not rely on the digital temperature reading displayed on the front of fridges. These typically show the air temperature inside the unit and not the temperature of the food itself (which can be a few degrees higher).

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 of the food.

Recommendation In order to gain a more representative reading for the temperature of refrigerated food, use a lemon as a proxy and measure its core temperature using a probe thermometer. Any food proxy should be appropriately labelled as not for consumption.

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

Observation The standard of cleaning in the kitchen was good.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- can opener
- handles to some knives were melted and the surface had become ingrained with grease which was difficult to clean

Contravention The can opener blade was dirty with old food. You explained this was cleaned once a week which is clearly not acceptable. Clean every day. Add this item to

your cleaning schedule.

Cleaning Chemicals / Materials / Equipment and Methods

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilution or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

Maintenance

Observation You are maintaining the premises in reasonably good condition.

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

- ceiling was cracked and shedding paint flakes into the food room
- holes required filling behind the new boiler

Facilities and Structural provision

Observation I was pleased to see that adequate facilities had been provided.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- no fly screen to the openable window

Guidance Refer to the guidance on pests in your Safer Food Better Business pack.

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. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

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

Proving Your Arrangements are Working Well

Contravention You are not using the safe methods as intended by the SFBB pack:

- 4-weekly checks had ceased being done at all

- daily diary had run out so you were using a normal diary

Recommendation Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place. By using a normal diary you were failing to 'sign off' at the end of each day; had nowhere to record that opening and closing checks had been done; were not reminded to record 'non-conformities'; and were not reviewing your pack every 4-weeks.

Legal Requirement The 'sign off' and the 4-weekly reviews are an integral part of proving you are following the SFBB pack and reviewing your safe methods regularly. Please stick to using the pack as intended.

Recommendation Your SFBB pack should be made up-to-date. Download a new pack from the FSA website or buy a more recent pre-printed pack on line.

Traceability

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

Food Allergens

Observation You had identified the presence of allergens in the food you serve.

Recommendation Although your allergen matrix was kept on the wall where your customers could view it, I would recommend you also have a poster sign-posting where allergen information can be found.