



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Urban Munch
Address of food business:	1 Castle Meadow Norwich NR1 3PY
Date of inspection:	19/11/2022
Risk rating reference:	22/00589/FOOD
Premises reference:	19/00314/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Servery
Records examined:	SFBB, Temperature Control Records, Supplier Audits, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Take away business

**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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	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**

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

#### **Hand-washing**

**Observation** The wash hand basin was not easily accessible as there was a cash register on a wooden stand blocking direct access to the wash hand basin.

**Recommendation** It is recommended that you relocate the cash register to a suitable location to allow for easy access to the wash hand basin.

#### **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:

- The wash hand basin was not easily accessible which would not allow for easy use at busy times.

**Legal Requirement** 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

**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

## 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.

**Information** Sauces were stored at room temperature. The manufacturer's recommendation is to store such products under chilled conditions once opened.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

### 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:

- As your business handles raw meat as well as ready to eat food, you were using a sanitizer/disinfectant that did not meet one of the British Standards: BS EN 1276 or BS EN 13697

**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** Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697.

**Recommendation** Disinfect equipment and utensils after cleaning with a suitable sanitiser.

### Maintenance

**Recommendation** It is recommended that you repair/renew the floor covering and leave in a sound easy to clean condition

**Information** There were sections of the floor covering that were cracked/damaged, most especially around wall to floor junctions.

### 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

**Observation** DIY checks are carried out by FBO as part of daily opening and closing checks

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. 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

**Observation** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers 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

**Information** The "separating food" section of your SFBB was not fully complete. Please fully complete the "separating food" section.

#### Proving Your Arrangements are Working Well

**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 CONFORMATIES and to review your pack every 4-weeks.

#### Traceability

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

#### Infection Control / Sickness / Exclusion Policy

**Guidance** UK Health Security Agency 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.

#### Waste Food and other Refuse

**Contravention** The following evidence indicated that waste food was not being disposed of appropriately::

- there was no evidence that the waste was being collected by an approved contactor

**Contravention** the following evidence suggested you were failing to dispose of fats, oils and grease appropriately:

**Legal Requirement** If you have waste you have a duty of care to:

- Ensure that the person who takes control of your waste is licensed to do so.
- Take steps to prevent it from escaping from your control.
- Store it safely and securely.
- Prevent it from causing environmental pollution or harming anyone.
- Describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else.

**Legal Requirement** The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

**Information** There are a number of companies that collect waste oil either at no charge or indeed pay you for it. When you find a company ensure that they are registered as a waste carrier and that they provide you with a waste transfer note

## Training

**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)

## Allergens

**Observation** You had clearly shown the presence of allergens in your food on your menu.