



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Cafe Waring - Warings Life Store
Address of food business:	20 Westlegate Norwich NR1 3LR
Date of inspection:	25/11/2022
Risk rating reference:	22/00613/FOOD
Premises reference:	17/00300/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Servery
Records examined:	FSMS, Temperature Control Records, Supplier Audits, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe/restaurant

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 generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Contamination risks

Recommendation It is recommended that you consider the risk of contamination of food by glass as part of your Food Safety Management System. You may either choose to remove or replace the broken neon sign or relocate your food preparation area to a different location.

Hand-washing

Recommendation For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

Observation I was pleased to see handwashing was well managed.

Personal Hygiene

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

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- Feta cheese stored at room temperature for over 2 hours
- Tart kept under chilled storage given 5 day shelf life
- Soup held hot not monitored regularly

Legal Requirement The cold chain is not to be interrupted. However, limited periods outside temperature control are allowed for handling during preparation; transport; storage; display and service of food provided that it does not result in a risk to health.

Legal Requirement If you rely on selling hot food (displayed under 63 °C) within two hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the two hours is over.

Legal Requirement If you rely on selling COLD food (displayed over 8°C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

Information All food products should be stored in accordance with the manufacturer instructions.

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.

Unfit food

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

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 cooked rice which should not be kept longer than 24 hours)

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 of Structure

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

- The wall covering located next to the coffee machine
- Sections of the skirting board by the floor and wall junctions

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 surface sanitiser used on your premises does not conform to British Standards EN EN 1276:1997 or BS EN 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.

Maintenance

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

- Chipped worksurface
- Contamination risks

Observation The wall mounted glass neon sign was noted to be broken and held together with tape. The neon signs' location was above a food preparation area which would likely result in shards of glass falling into food or the food preparation area.

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. **(Score 5)**

Proving Your Arrangements are Working Well

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

- Cleaning
- Chilling
- Hot Holding
- Management

Traceability

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

Infection Control / Sickness / Exclusion Policy

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

Waste Food and other Refuse

Observation Bin is collected by Veolia.

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