

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Norwich Homeless Support Cic
Address of food business:	14 Bessemer Road Norwich NR4 6DQ
Date of inspection:	24/11/2022
Risk rating reference:	22/00672/FOOD
Premises reference:	22/00110/FD_HS
Type of premises:	Food Bank
Areas inspected:	Shipping container, Coach
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Container providing mostly low risk but some chilled and frozen wrapped food to the homeless. But also some provision of hot meals reheated on the coach.

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 1 - major improvement is necessary



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 are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

Contamination risks

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- dogs are permitted on the coach where food is reheated and served as needed
- prepared meals have been provided by the public. These were unlabelled, with no information about when or where prepared, or with allergen content. It appeared these were from unregistered premises.
- miscellaneous matter, and non food items were stored on the container. This area is a food room/premises and should be kept in a condition that enables you to keep the area clean, and to check for signs of any infestation.
- distribution of open items with no allergen information
- dirty conditions on the coach, and cooking area. Microwave located on a bed.up

high risk foods

Hand-washing

Contravention The following indicated that hand-washing was not suitably managed::

- the only available wash hand basin is on the coach. This is not readily accessible to the container, and may also be completely unavailable if the coach has been relocated, as I have been informed occurs on a regular basis. You should therefore investigate the provision of hand washing facilities on the container. (Given the location, a portable wash basin would be acceptable).

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

Information Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand washing should include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

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:

- lack of hand washing facilities on the container, and general facilities on the coach, where open food is reheated.

Temperature Control

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

- you are not currently able to demonstrate regular evidence of temperature checks on the fridges, and freezers used to store food.(This will be possible in the daily diary pages of the SFBB pack if you use this.)
- you are not able to demonstrate effective reheating of the meals. (Given the vulnerable group served, I would strongly recommend these be recorded.)

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 degrees C and 1degrees C.

- The readings in boiling water should be between 99 degrees C and 101 degrees C.

Guidance Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

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.

Recommendation Put a fridge thermometer in each of your fridges or chillers. These will give you an independent reading of the air temperature inside the unit.

Recommendation The core temperature of cooked and reheated foods should reach 75 degrees C for 30 seconds or an equivalent time and temperature combination.

Recommendation In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75 degrees C for 30 seconds or an equivalent time/temperature combination, for example 80 degrees C for 10 seconds.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- food past use by of 15.11 was found in the chiller in the container.

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

Information High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items

Guidance If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before it becomes unsafe. In practice foods should be frozen at least a week before the USE BY date and when defrosted labelled with a date so that it is used within 2 days.

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration: supply and use of meals from public. Please see my comments below.

Recommendation It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the

consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

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:

- container floor
- coach floor

Recommendation Improve your housekeeping .

Recommendation Remove redundant items and equipment from food rooms.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned::

- worktop are on coach
- fridge in container

Cleaning Chemicals / Materials / Equipment and Methods

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

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.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved::

- inadequate work top space
- insufficient number of sinks
- insufficient or poorly sited wash hand basins

Pest Control

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises

Recommendation Employ the services of a pest controller.

Recommendation Provide an electric fly killer.

3. Confidence in Management

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention You did not have a documented Food Safety Management System or Safer Food Better Business pack. As a consequence you could not demonstrate an effective system for managing food safety hazards. You must have a written system. In particular your written system should cover:

- the receipt and assessment of all food types you handle and distribute, such as chilled, frozen, wrapped, open, high and low risk.
- basic hygiene rules for those who collect food direct from the supermarkets and distribute directly to the public. Such as sausage rolls.
- allergens, and the information you provide with products. It is key that you obtain information regarding unwrapped products, so even if these are not re bagged, you are in a position to advise on their allergen content if needed.
- the provision of high risk food by the public. You were unable to identify where these meals had been supplied from- either one or several suppliers. Depending upon frequency that these are made the supplier may not be required to register as a food business, but they still need to be compliant in terms of the conditions they prepare in, and areas such as contamination/temperature control/allergens etc.

As your business uses this food, you have a duty to ensure the food is safe. As a starting point I would therefore be grateful if you can supply me with a list of the people who supply meals to you, the kind of meals, and how often they supply and in what quantity.

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

Recommendation Contact us for details of our Safer Food Better Business workshops on 01603 989600 or visit our webpage www.norwich.gov.uk

Recommendation Choose Safer Food Better Business as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

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::

- cleaning and sanitation are poor
- services and facilities are inadequate

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Traceability

Contravention You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate:

- you should document who supplies you with foods for traceability.

Infection Control / Sickness / Exclusion Policy

Contravention There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastrointestinal illness:

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.

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.

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

Contravention You are failing to manage allergens properly:

- You are not informing customers about about the risk of cross contamination with allergens
- You do not have a system for informing customers about the presence of allergens in the food you prepare.

Information Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

Information The 14 allergens are:

- cereals containing gluten

- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid