



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Subway
Address of food business:	Norwich Railway Station Station Approach Norwich NR1 1EF
Date of inspection:	08/03/2023
Risk rating reference:	23/00213/FOOD
Premises reference:	21/00228/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	FSMS, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Take away- part of national chain

**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 excellent. You demonstrated full 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. **(Score 0)**

#### Hand-washing

**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.

### **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:

- around equipment feet
- behind and under equipment
- high level cleaning

### Maintenance

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

- chipped/ dented door frames

### **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Some minor issues were identified relating to staff supervision and training. Your records are appropriate and generally maintained but some deficiencies were identified. You have a satisfactory track record. All the significant food hazards are understood and controls are in place. 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

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

### Proving Your Arrangements are Working Well

**Contravention** The following matters are needed in order to demonstrate your food safety management system is working as it should:

- daily records
- staff were unable to locate /unaware of critical limit of core temperatures for cooked foods i.e meatballs.
- the critical limit for holding temperature for meatballs was also not known.
- there were large gaps to columns which should be filled/in completed as evidence they had been carried out i.e rotating stock or disposing out of date foods
- gaps in columns for recording chilled temperatures. According to your recording log book the temperature of foods within the cold wells should be checked and recorded 3 times a day. However, only one check/column was recorded in many of the record logs I was shown at the time of my inspection.

### Traceability

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

### Training

**Contravention** The following evidence indicates there is a staff training need as food handlers:

- staff were unsure of critical temperature for cooked and hot held foods
- were not following your food safety procedures.

**Information** I acknowledge that the new manager at this branch was only recently employed by Subway. I was informed they are in the process of receiving more training on implementing your written food safety management system. They will also ensure staff are also aware of checks that must be carried and recorded.

### Allergens

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

**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.