



## Public Protection (food & safety)

### Food Premises Inspection Report

Name of business:	Ipswich Road URC
Address of food business:	Ipswich Road United Reformed Church Ipswich Road Norwich NR4 6QR
Date of inspection:	13/03/2023
Risk rating reference:	23/00230/FOOD
Premises reference:	19/00090/FD_HS
Type of premises:	Religious establishment
Areas inspected:	Main Kitchen
Records examined:	FSMS, Training Certificates/records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Church providing monthly lunch club and messy church to elderly and young families where open high risk food is prepared.

### 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	<b>15</b>	20	25
Structure and Cleaning	<b>0</b>	5	10	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30

  

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

  

Your Rating is	5	4	3	<b>2</b>	1	0
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Your Food Hygiene Rating is 2 - improvement is necessary



### 1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

#### 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:

- cleaning chemicals were being sprayed next to open food on the counter.
- high risk foods are being prepared within domestic premises for the Church lunch club operation. Although various checks are in place at the Church premises, no checks are made within the domestic premises, to ensure they are compliant. These premises have also not registered as food businesses (this may not be required depending on how frequently they are operating) however they still need to be compliant. No knowledge is held about the premises such as facilities, wash hand basin provision etc

**Legal Requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

**Guidance** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough hand washing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

As a premises serving a vulnerable group you should be aware of, and apply, this guidance wherever raw and ready to eat food is prepared. ie. within the domestic and commercial kitchen,

**Observation** I was pleased to see a dishwasher is in use at the Church Kitchen.

**Observation** No meat slicer or vacuum packer is in use.

### Hand-washing

**Information** We have a hand washing demonstration kit which you might like to borrow in order to demonstrate the principles of correct hand washing to your staff. Contact the Duty Officer on 01603 989600 for more information.

**Guidance** 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

**Observation** I was pleased to see hand washing was well managed at the Church premises.

### 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:

- staff were not wearing suitable protective clothing.

**Recommendation** To improve personal hygiene I suggest:

- that those handling open food should wear a clean top only worn at the Church for food handling. If they continue to wear long sleeved clothes worn at home, then the aprons currently worn are inadequate as they do not cover the arms. Aprons are adequate if short sleeved clothes are worn beneath.

## Temperature Control

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

- although temperature checks of reheated food, and stored foods are carried out at the Church Kitchen, temperature controls at the domestic premises were inadequate. For example, no temperature checks were being made on the domestic fridge or freezer where high risk food is stored overnight.
- high risk food that had been frozen, had been brought to the Church premises the day before and defrosted at room temperature overnight. As discussed, more fridge space may be required at the Church for defrosting to take place in the fridge.
- the high risk food prepared at home had been portioned and cooled, but it was uncertain how long the cooling period had been.

**Observation** Currently you are reheating the high risk part of the meal. Whilst this can be done safely, providing adequate controls are in place, in line with advice given to previous lunch clubs, I strongly recommend you cook fresh and eliminate reheating. This can be achieved by reducing sizes of joints and portions.

**Recommendation** In addition I strongly recommend that all high risk food for the lunch club be prepared on site at the Church Kitchen. This helps to streamline what you do and reduce risk. It also enables better controls to be put in place by the Church and monitored.

**Legal Requirement** Where food is to be held or served at chilled temperatures it must be cooled as quickly as possible after cooking to a temperature which does not result in a risk to health (guidance suggests a maximum of 90 minutes).

**Information** Where frozen foods are defrosted at room temperature, there is a risk of at least some parts of the food being above 8°C and that as a consequence bacteria can grow to harmful numbers. Defrosting in a fridge prevents this.

**Recommendation** I recommend that frozen foods are placed in a fridge to defrost. You must ensure that any run-off liquid does not present a risk. I recommend that you defrost the food in a container

**Information** Please make yourself aware of the dangers posed by E.coli 0157 particularly to the young and the elderly. Infection with E.coli 0157 can be fatal or result in kidney failure requiring lifelong dialysis.

**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.

**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.

**Guidance** Where digital displays or food surface readings show unsatisfactory temperatures, checks should then be made to ascertain the actual temperature of the interior of the food using a probe thermometer.

**Recommendation** Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by dividing into several smaller shallow containers

### Unfit food

**Contravention** The following food was unfit because it was past its USE BY date and had not been labelled when frozen:

- frozen supermarket chilled meals were seen in the freezer. These were now a month past their use by. Ideally do not freeze food labelled with a use by date.

**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.

**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)

### Poor Practices

**Guidance** 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 all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

#### Cleaning of Structure

**Observation** The kitchen had been well maintained and the standard of cleaning was good. Your sanitisers met the recommended British Standards.

#### Cleaning of Equipment and Food Contact Surfaces

**Observation** You had dedicated equipment for the preparation of raw and for ready-to-eat foods.

#### Cleaning Chemicals / Materials / Equipment and Methods

**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.

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

#### Maintenance

**Observation** You are maintaining the premises in good condition.

#### 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** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

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

There are generally satisfactory food safety controls in place at the Church Kitchen, although there is evidence of some non-compliance with the law in the wider business operation. The contraventions require your attention. **(Score 10)**

## Type of Food Safety Management System Required

**Contravention** The Safer Food Better Business pack/ food safety management system you are partially using is not adequate in its scope or detail. It does not cover some of the higher risk catering activities currently taking place. Ensure your food safety management system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. You need to therefore review the system being used:

- You are not using the full Safer Food Better Business pack - the front part was not available for inspection and you had created additional checks rather than using the diary. However the checks you had created are not a Food Safety Management System in themselves as they do not adequately identify hazards and controls. In addition, the risks associated with the high risk part of the operation had failed to be identified (home catering)
- As Messy Church is run by the same food Business Operator, they can use the same pack and be trained in its use.

**Recommendation/Information** That you use the Safer Food Better Business pack in its entirety. It has been designed for small businesses. If used correctly you will not need any other additional checks. 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](http://www.food.gov.uk/business-industry/caterers/sfbb)

As you are high risk, I would recommend you record the temperature of the final cook of the high risk item in your diary.

**Information** In accordance with the Food Law (England) Code of Practice, we afford new food businesses time in which to make their food safety management system compliant with the law. However, you must act now in order to prevent your hygiene rating reducing to 1 on the next visit.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

## Food Hazard Identification and Control

**Contravention** You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria growing on food
- bacteria surviving in cooked food

**Contravention** The following SAFE METHODS are missing from your Safer Food Better Business pack:

- Chilling
- Cleaning
- Cooking
- Cross-contamination

## 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:

- probe calibration records

**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.

### 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

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

### Training

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

- staff were unaware of the contact time for the sanitiser
- staff will need to be trained fully in the Food Safety Management System you adopt.

**Observation** Formal food hygiene training was done over 3 years ago. It is recommended that refresher training be done every 3 years.

### Allergens

**Contravention** You are failing to manage allergens properly:

- You have not identified the allergens present in the food you prepare



**Observation** Although you were aware of allergens, you have not yet identified them in the dishes you prepare. This should be done before service and sign-posted to customers.

**Recommendation** I recommend you record each full meal on the allergen matrix.

**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 Food Standards Agency has produced a chart that you may find useful [www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**Information** The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.