



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Auntie Annes
Address of food business:	53 Castle Quarter Norwich NR1 3DD
Date of inspection:	11/07/2023
Risk rating reference:	23/00547/FOOD
Premises reference:	21/00217/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	Cleaning Schedule, Temperature Control Records, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Small food production outlet in large shopping complex

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 5 - a very 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

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:

- flies seen circulating in food preparation areas. Likely due to front doors being open.

Hand-washing

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

- equipment was seen draining in the wash hand basin

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

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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.

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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
- floor/wall junctions

Pest Control

Contravention There is evidence of pest activity on the premises::

- flying insects

Legal Requirement The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

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3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. You have a good track record. There are some minor contraventions which require your attention. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Training

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

- washing up equipment in dedicated wash hand basin.

Allergens

Contravention You are failing to manage allergens properly:

- You have not adequately labelled the foods you are prepacking for direct sale to your customers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised i.e potted chocolate sauce at main counter

Legal Requirement Any business that produces PPDS food is required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list. www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds