



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Bread Source
Address of food business:	20 Bridewell Alley Norwich NR2 1AQ
Date of inspection:	06/12/2023
Risk rating reference:	23/00803/FOOD
Premises reference:	19/00175/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Pest Control Report, Temperature Control Records, Training Certificates/records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe with retail

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 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

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

Hand-washing

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

- No means for hygienically drying hands was available at the wash hand basin in the lower floor preparation/storage area.
- Staff were not washing hands after clearing tables and returning to the servery
- Access to the wash hand basin was hindered by its location and the number of people working in such a small area

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

Legal Requirement The way gloves are used in your premises was unhygienic and likely to give rise to a risk of cross contamination. Ensure that hands are always

washed thoroughly before putting gloves on and after taking them off. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

Information Hand washing should be carried out:

- * before handling ready-to-eat food
- * after touching raw food and its packaging, including unwashed fruit and vegetables
- * after a break/smoking
- * after going to the toilet
- * after cleaning
- * after removing waste
- * after blowing your nose

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

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

Recommendation

Where multiple tasks are being carried out by a number of staff you may wish to consider allocation of tasks so that staff are not changing between tasks such as cleaning/table clearing and serving food. This may reduce the number of times that team members will need to wash their hands. For example using the lower floor room for washing up could reduce congestion in the servery and also separate the handling of soiled utensils and plates from the service of food.

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:

Access to the wash hand basin the servery was hindered by its location under a work surface and the number of people needing to use it in the small area behind the service counter.

Legal Requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water. Soap and hand drying facilities must be located nearby.

Guidance Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- * After using the toilet;
- * After handling rubbish;
- * After smoking;
- * After taking a break;
- * After handling raw food

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.

Recommendation

Temperature checks on the fridge were being taken at the start and end of the working day. The purpose of checking the temperature of a fridge is to make sure it is not getting sufficiently warm to allow harmful bacteria to grow. Temperatures are likely to be highest when the fridge door is being opened frequently and the room it is located in is at its warmest. You should consider a means of checking the temperatures nearer to the time of peak use of the fridges that does not create an unworkable burden. Recording the time that temperatures are taken would help to identify when the cold storage capacity is at risk of being exceeded.

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:

- behind and under equipment in the servery
- walls particularly behind food preparation surfaces

Contravention The following items could not be effectively cleaned and must be covered, made non-absorbent or replaced::

- mdf or chipboard shelves/cabinets in the servery
- painted wall surfaces behind the food preparation surface and fridge in the lower floor preparation and storage area
- unsealed wooden counter to the side of the wash-up sink in the servery
- damaged painted wall surfaces around electric sockets and at the edge of tiling in the lower floor preparation/storage room
- cut ends of plastic coated counter surface in the lower ground preparation/storage room

Cleaning of Equipment and Food Contact Surfaces

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

Observation /ambient and high-rise ready to eat separation

Maintenance

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

- damaged wall surfaces in the lower floor preparation storage room

- damaged or worn worktop in the servery and lower floor preparation storage room
- silicon sealant damaged around edges of tiling and junction of counter surfaces and walls

Facilities and Structural provision

Legal Requirement An adequate number of wash-hand basins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water.

Pest Control

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

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

3. Confidence in Management

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. **(Score 0)**

Food Hazard Identification and Control

Observation The SFBB pack was well presented and was clearly being implemented as an effective part of your food safety management system.

Proving Your Arrangements are Working Well

Observation Daily opening and closing checks are effectively used to communicate and reward good practice or keep team informed of challenges.

Traceability

Observation Your records were such that food could easily be traced back to its supplier. This demonstrates the benefit of a small number of reliable and reputable suppliers.

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. You were making good use of the training section of the SFBB pack.

Allergens

Observation You had identified the presence of allergens in your non-pre-packed food and had brought this to the attention of your customers.

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