



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Teelee's Food Wagon
Address of food business:	2 Turnpike Close Norwich NR6 5BD
Date of inspection:	04/01/2024
Risk rating reference:	24/00001/FOOD
Premises reference:	23/00344/FD_HS
Type of premises:	Mobile takeaway
Areas inspected:	All
Records examined:	Cleaning Schedule, Temperature Control Records, SFBB, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Food mobile on large retail outlet car park.

**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 3 - a generally satisfactory 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:

- staff wearing excessive jewellery
- staff with long hair not tied back.

**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.

**Observation** I was pleased to note you had a dedicated raw meat fridge.

## Hand-washing

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

- equipment was seen draining in the wash hand basin
- there was no working cold water supply provided to the wash hand basin. The pump was not functioning when I tried to wash my hands

**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.

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

**Observation** You informed me that the pump had only just stopped working. Cold water is pumped through to mobile from container outside your mobile. However, you did have large numbers of bottles of drinking water to use to be able to wash your hands effectively until you investigated why the cold water pump was not working at the time of my visit.

## 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:

- food handlers were not tying their hair back
- food handlers were wearing jewellery
- staff were not using the wash-hand basin regularly
- staff were not wearing suitable protective clothing. Aprons were put on by staff when I brought this to your attention.
- staff were wearing their protective clothing on their way to work

**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.

**Legal Requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

**Legal Requirement** 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.

## **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:

- around equipment feet
- floor wall junctions

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

- damaged internal side panels to under storage cupboards exposing chipboard

### 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

**Observation** I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

### Maintenance

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

- wall surfaces damaged
- paint work worn or peeling
- rust to internal wall surfaces in places

### Facilities and Structural provision

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

- insufficient or poorly sited wash hand basins

**Legal Requirement** The facilities for washing food must be separate from the hand-washing facility.

**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.

**Recommendation** Remove the sticker above washing up sink which stipulates hand wash only sink from above the washing up sink as to not to confuse staff

**Observation** When I questioned you on which sink you use to wash your hands you showed me the washing up sink. I noted you did have a dedicated wash hand basin but were not using it. I was informed that it is used sometimes using a separate hot water urn. However you had not used this method on the day of my visit. As mentioned earlier in this report it is a legal requirement to have separate hand washing facilities to washing up sinks.

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

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. You are progressing towards a written food safety management system. 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.

#### **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:

- services and facilities are inadequate

#### **Proving Your Arrangements are Working Well**

**Contravention** You are not working to the following safe methods in your SFBB pack:

- 4-weekly checks
- cross contamination/ physical or chemical contamination

- daily diary

**Information** I acknowledge you had large sections of your SFBB pack completed and additional chilled temperature records. However, you had no written or electronic evidence that you were following your written systems and safe methods in the absence of no completed daily diary pages on site.

**Observation** . I was pleased to note that you purchased a pack of daily diary pages online when I raised this subject with you.

#### Traceability

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

#### 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

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

**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.