



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Flour & Bean
Address of food business:	135 Colman Road Norwich NR4 7HA
Date of inspection:	02/02/2024
Risk rating reference:	24/00081/FOOD
Premises reference:	07/00019/FD_HS
Type of premises:	Bakehouse - manufacturer
Areas inspected:	All
Records examined:	Training Certificates/records, FSMS, SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Bakery providing products to other retail stores-part of your company only.

**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
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Your Food Hygiene Rating is 4 - a good standard



### **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)**

#### **Contamination risks**

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

#### **Hand-washing**

**Observation** I was pleased to see hand washing 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 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
- fly screens
- high level cleaning
- matter with appearance of mold to window behind behind large washing up sink

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

- chipped dented wooden architrave

### **Maintenance**

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

- tiles are broken, holed, chipped un-grouted or missing
- floor surfaces damaged
- coving loose at wall floor junction
- woodwork damaged
- paint work worn or peeling

### **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.

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

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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

**Legal Requirement** Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

### Proving Your Arrangements are Working Well

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

- staff training records. I acknowledge that you have vast paper records of staff being trained on 'day to day' procedures which you refer to as 'Rules of Hygiene' to ensure food safety. These rules cover all aspects of food safety such as what protective clothing that must be worn at the bakery. However, in my opinion after briefly reading them, they do not appear to cover all the food safety measures as detailed within the completed Safe Methods and other supporting sections within the SFBB pack i.e. opening and closing checks.
- As discussed during my inspection if you are employing Safer Food Better Business Catering Pack as your main HACCP then you must have adequate evidence that all staff have been trained on all the Safe Methods and all other sections relevant to what tasks they undertake. I noted that you did have an index of training records within your 'Rules of Hygiene' bundle as part of training for a female bakery staff member and it included the wording SFBB, but this had not been completed.
- Remove all old or no longer relevant HACCP documentation or written procedures from the bundle of HACCP documentation I was shown during my inspection i.e. the completed Safer Food Better Business Retail Pack. This is because you now employ Safer Food Better Business Catering pack as your main HACCP plan. This should help ensure your HACCP documentation is not confusing and easy for staff to follow. I acknowledge you had recently carried out an in-depth internal audit of your HACCP documentation at this site and staff may have inadvertently placed old procedures/documentation back into your main office filing cabinet.

**Information** As discussed during my visit, if you wish to review all the Safe Methods

and food safety procedures as detailed within the current Safer Food Better Business Catering pack and amend your 'Rules of Hygiene' to fully cover them all, this could be used as an alternative to using the 'Staff Training Record' for each member of staff employed at your bakery.

**Contravention** place the 'weekly checklist' onto your 'daily' recording log. I mention this as to check for 'signs of pests' is a daily check to which you must sign as completed as it is an 'opening check' within your Safer Food Better Business Catering pack (HACCP).

#### Traceability

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

#### Infection Control / Sickness / Exclusion Policy

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

#### 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 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.