



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	All In One
Address of food business:	141 Aylsham Road Norwich NR3 2AD
Date of inspection:	06/02/2024
Risk rating reference:	24/00088/FOOD
Premises reference:	23/00239/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Servery, Main Kitchen, External Store
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Takeaway

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 0 - urgent 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 You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging:

- uncovered whole raw chicken in the upright fridge

Contravention The following articles and equipment in contact with food were either dirty or could not be sufficiently cleaned and disinfected:

- the handle to a donna slicing knife was badly melted and could not be cleaned
- the white cutting board was badly stained and mildewed

Contravention The following items were badly damaged and risked shedding fibres which could contaminate food:

- a cleaning sponge was disintegrating

- a wire scouring pad was clogged with a thick and congealed greasy deposit

Hand-washing

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

- there was no soap by the wash hand basin
- there was no towel by the wash hand basin

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 using the wash-hand basin regularly
- staff were not wearing suitable protective clothing

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.

Poor Practices

Recommendation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- no labels on prepared foods

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are poor and there is major non-compliance with legal requirements which have lead to significant risks to food safety. You must address all the contraventions as a matter of urgency as there are many that are critical to food safety. A revisit is planned and formal enforcement action is likely.
(Score 20)

Cleaning of Structure

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

- mdf or chipboard on shelves
- rawl plugs and drill holes in walls
- unsealed wooden structures

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- the interior of fridges
- the interior of chest freezers
- chest freezers were badly iced up and could not be cleaned

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- food contact surfaces were not being sanitised - no surface sanitiser was available when we first arrived
- the sanitisers you subsequently purchased was not to BS EN 1276:1997 13697:2001 Standards

Maintenance

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

- the front servery was in the process of being rebuilt and could not be sufficiently cleaned in its current condition

Pest Control

Contravention There is evidence of pest activity on the premises:

- fresh rat droppings on the floor of the external store used to house chest freezers containing frozen food

Contravention Pest proofing is inadequate particularly in the following areas:

- missing or damaged drain cover in the yard outside the rear door
- the entrance door to the external store had a large gap under the door
- a drainage runnel connected the bunded chip-making area inside the external store directly with the outside yard
- windows to the external store had been left open

Contravention You have failed to implement suitable procedures to control pests. Implement the measures in your food safety management system (SFBB pack) to quickly identify the presence of pests, act to control and then eradicate any pest infestation, to protect food from contamination from pests and to proof the building against the entry of pests.

Recommendation Employ the services of a pest controller.

Legal Requirement Thoroughly clean and disinfect (or dispose) of all articles and equipment that may have come into contact with pests. Discard food packaging that cannot be suitably cleaned and disinfected.

3. Confidence in Management

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

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:

- cleaning and sanitation are poor
- pest control is inadequate
- staff training is inadequate

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

- cross-contamination due to shared raw and ready to eat food contact surfaces

Allergens

Contravention You are failing to manage allergens properly:

- You do not have a system for informing customers about the presence of allergens in the food you prepare

Legal requirement You must manage the risk posed by allergens in the food you prepare and sell:

- identify the presence of allergens in your food
- bring this information to the attention of your customers by using appropriate labels or by sign-posting where allergen information may be found
- suitably label any non-prepacked food intended for direct sale (i.e tubs of mayonnaise etc prepared on the premises) with the allergens that are present in them
- warn you customers where there is a risk that food may contain an allergen (e.g. 'may contain nuts')

Legal requirement The 14 allergens you must identify are stipulated in your SFBB pack.

Recommendation Complete the allergen matrix in your SFBB pack and bring this to the attention of your staff.