



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Bond Street Cafe
Address of food business:	47 Bond Street Norwich NR2 3TS
<b>Date of Re-rating inspection:</b>	<b>28/03/2024</b>
Risk rating reference:	24/00114/FOOD
Premises reference:	01900/0047/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe serving local community.

**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	<b>5</b>	10	15	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	5	10	15	<b>20</b>	30
<b>Your Total score</b>	0 - 15	20	25 - 30	<b>35 - 40</b>	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	<b>20</b>	-
<b>Your Rating is</b>	5	4	3	2	<b>1</b>	0

### Food Hygiene Rating Re-Scoring Visit

Date: 28<sup>th</sup> March 2024

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your Food Hygiene Rating is 5 - a very good standard



#### **Observation** I was pleased to see the following:

- Improved cleaning to identified areas within your kitchen.
- Repaired damaged plaster work to ceiling in main kitchen.
- Replaced rusting wall mounted plate racks.
- Filled holes to walls behind new water boiler and decorated walls and ceiling.
- New fly screens purchased.
- Safer Food Better Business (SFBB) pack on site and fully compliant.

#### Items still outstanding:

- Rust to base of fridge door

- Missing end trims and doors to base units/shelving

Your Food Hygiene Rating is 1 - major improvement is necessary



## **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

**Observation** I was pleased to see hand washing was well managed.

### 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 wearing jewellery

## **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 could not be effectively cleaned and must be covered, made non-absorbent or replaced:

- raw plugs and drill holes in wall

### Maintenance

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

- woodwork damaged
- repaired plasterwork to ceiling. You informed me this was due to a water leak from the tile roof above and using it as an access point for contractors to look for the cause of the leak
- bare untreated plaster board with screws to ceiling in main kitchen
- rust to base of some fridge doors
- rust to plate racks and shelving to fridge

### Pest Control

**Contravention** Pest proofing is inadequate particularly in the following areas:

- no fly screens fitted to the large open velux window in main kitchen

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

There is major non-compliance with legal requirements. Your food safety management system was not written down. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

### Type of Food Safety Management System Required

**Contravention** Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.

**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.

**Information** The absence of complete documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

**Information** You informed me that due to an oversight you did not bring in your fully completed Safer Food Better Business Pack (SFBB) on the day of my visit. The reason given being that it was taken home for updating and left in a car that you had not travelled to your business in that day.

## 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.