



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Bare Food Deli
Address of food business:	20 St Benedicts Street Norwich NR2 4AQ
Date of inspection:	19/03/2024
Risk rating reference:	24/00156/FOOD
Premises reference:	23/00329/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Café/Deli

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 3 - a generally satisfactory standard



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

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.:

- uncovered foods stored on the counter in shop
- uncovered foods stored in the fridge
- the underside of stacked containers in contact with food below

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

Hand-washing

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

- there was no wash hand basin provided for food handlers in the kitchen. There was a washing up bowl that could be used for hand washing. However this should not be a permanent solution
- no hot water to the wash hand basin in the WC

Legal Requirement Provide a wash hand basin with adequate supplies of hot and cold or appropriately mixed, running water, soap and hygienic means of drying hands. Properly connect the wash hand basin to the drainage system and ensure it is designated for hand washing only

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 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 be disposable and should always be changed between the handling of raw and ready-to-eat foods. 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.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was passed its USE BY date.:

- nortons soft cheese with apricot 'Use by' 13 March
- nortons soft cheese original 'Use by' 13 March
- nortons butter 'Use by' 2 and 16 March
- Wensum white goats cheese 'Use by' 11 March
- Mrs Temples cheese 'Use by' 27 February
- Wells Alpine cheese 'Use by' 4 March

Contravention Cooked rice was being kept for longer than 24 hours. Cooked rice must be refrigerated to below 8 °C and used or thrown away after 24 hours.:

Poor Practices

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

- no dates of when prepared on prepared foods in fridge
- no dates of when opened on open foods stored in fridge

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- spinach was being stored beyond its 'Best before' date of 11 March
- curly Kale was being stored beyond its 'Best before' date of 12 March
- open packet of olives were being stored beyond 'Best before' date of 11 February
- spring onions were being stored beyond 'Best before' date of 23 February and 5 March
- vegetables were limp

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday. (An exception is cooked rice which should not be kept longer than 24 hours)

Guidance It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed its 'best before' date could be of a reduced quality so you must check it is OK before you use it

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- flooring around equipment feet
- behind and under equipment
- tops to skirting boards
- floor/wall junctions
- hand contact surface (such as fridge handles, cooker knobs, light switches and sink taps)

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

- wooden blocks used to raise equipment

Observation The kitchen had been well maintained and the standard of cleaning was good.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- interior bottom to fridge
- handle to fridge/freezer
- legs to equipment
- lids to food containers

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:

- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- there are insufficient or inadequate hand washing facilities:

Observation I was pleased to see the premises had been well maintained

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)**

Food Hazard Identification and Control

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

- bacteria growing on food
- bacteria surviving in cooked food

Contravention The following Safer Food Better Business SAFE METHODS are incomplete:

- Chilling
- Cleaning
- Cooking
- Cross-contamination

Proving Your Arrangements are Working Well

Contravention The following matters demonstrate your Food Safety management system is not working as it should:

- opening and closing checks were not being done
- it states in your pack that a polo shirt, branded fleece and a work apron are worn

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.

Training

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: www.norwich.gov.uk

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Allergens

Contravention You are failing to manage allergens properly:

- not all of the allergens in the food you prepare were added to your allergen matrix