

## Public Protection (food & safety) Food Premises Inspection Report

Name of Business:	City College - Wroxham Restaurant; Starbucks; Costa Coffee
Address of food business:	Norwich City College, 5 Ipswich Rd, Norwich, NR2 2LJ
Date of Inspection:	20 November 2015
Risk Rating Reference	15/00768/FOOD
Inspection Reference	EH15/37532
Type of Premises:	College
Areas Inspected:	Main kitchen / storeroom
Records Examined:	FSMS
Details of Samples Procured:	None
Summary of Action Taken:	Informal

### Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

### Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

### The Law

The report relates to the following 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.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice

(**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

### Please Note

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

## FOOD SAFETY

### How we calculate your new Food Hygiene Rating:

Compliance Area	You Score					
Food Hygiene and Safety	0	5	10	<b>15</b>	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	5	10		<b>20</b>	30
<b>Your Total Score</b>	0 – 15	20	25 – 30	35 – 40	<b>45</b>	> 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

Your Food Hygiene Rating is 1 – major improvement is necessary



#### This space is reserved for your Right of Reply

- You have a 'right to reply' in respect of this food hygiene rating. This allows you to explain what improvements you have made or to offer an explanation for the standards we found at the time of this inspection.
- Full details and the form can be downloaded: [www.norwich.gov.uk/foodhygieneratings](http://www.norwich.gov.uk/foodhygieneratings)

#### This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- Your new rating will be displayed here and on your website listing
- Full details and the form can be downloaded: [www.norwich.gov.uk/foodhygieneratings](http://www.norwich.gov.uk/foodhygieneratings)

General description of the business

College restaurant serving hot and cold foods, shop serving hot and cold foods, Starbucks and Costa coffee serving, hot and cold drinks, sandwiches and paninis to the students

**Food Hygiene**Summary:

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. There are significant lapses in safe food handling practices and procedures. 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

1. 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  
**(Contravention):**

Restaurant

- A build up of ice on the condenser unit and to the seal of the walk in freezer
  - No lid on the container storing rice and oats in the dried goods storeroom.
  - Specks of contamination found in sugar in the sugar container stored under the draining board in the kitchen.
2. I was pleased to see that raw foods, i.e. meat, were prepared in a separate area to ready to eat foods followed by a 2 stage clean. **(Observation)**
  3. I recommend that: **(Recommendation)**
    - Food storage containers, i.e. sugar, are not stored under the draining board in the kitchen as particles/foreign objects could fall into the food causing a contamination problem.
    - The lid to the bin in Costa Coffee is removed during service as where this is being continuously handled, could cause cross-contamination of hands, I recommend that it is replaced at the end of the service after being emptied.

Hand-washing

4. I was pleased to see that the hand wash basins were fully equipped with hot water, soap, hygienic hand drying facilities. **(Observation):**

Personal Hygiene

5. The following items were examples of poor personal hygiene or where it was made difficult for food handlers to maintain high levels of personal cleanliness  
**(Contravention):**

- It was noted that a food handler had a skin condition with visible flaking skin which could fall into food and cause contamination.
6. I recommend that disposable arm cover/sleeve protectors are worn. **(Recommendation)**
7. It is your responsibility to ensure that any person known or suspected to be suffering from, or to be a carrier of food-borne disease or infection, including vomiting, diarrhoea, skin infection, sores and open wounds is excluded from working in any food handling areas, until they have been free of symptoms for 48 hours, or medical clearance has been obtained. **(Information)**
8. I was pleased to see that staff wore clean protective over clothing. **(Observation)**

### Temperature Control

9. The following matters exposed food to the risk of bacterial growth or survival **(Contravention):**

#### **Shop**

- Sandwiches, ie tuna and cheese, tuna and egg mayonnaise temperatures, were reading 11°C in the display fridge.

#### **Starbucks**

- Sandwich temperatures were reading 10°C in the display fridge. I took the core temperature of a chicken mayonnaise and salad sandwich with my calibrated probe thermometer which was reading 10.4°C. This was disposed of in my presence.

#### **Costa Coffee**

- Sandwich temperatures were reading 11.4°C. These were disposed of in my presence. This was brought to your attention in your last report.
- Temperatures of the sausages in the hot display unit in the restaurant were reading 49°C and the BBQ chicken temperature was reading 50°C. Food which is being cooked or reheated and is intended to be sold hot, must be held at or above 63°C.

10. I was pleased to see that the sausages were removed in my presence. **(Observation)**

11. I was pleased to see that: **(Observation)**

- other fridges and freezers were running at correct temperatures;
- you calibrated and recorded your probe thermometer.

### Practices

12. The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration **(Observation/Recommendation):**

- The labels on your sandwiches read refrigerate at 5°C, you should follow these directions.
- Dried herbs and spices were being stored past their 'best before' date. Some were dated 'best before' Jan 15. The 'best before' date is the date until which the manufacturer of the food guarantees the quality of the product. I recommend you

do not use food that is beyond the 'best before' date and check your goods regularly to ensure efficient stock rotation.

- Colour coded boards were being stored in the rack directly touching. Chopping boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration.

**13. I recommend that: (Recommendation)**

- You put the time of when your sandwiches are made on the packet, then if not sold within 4 hours, they be placed in a fridge with a temperature of 8°C or below, ideally, 0-5°C until they are sold. You informed me that this was being done but had lapsed.
- Cans which are dented should not be used because the food quality could be poor. Dented cans of tomatoes and grapefruit segments were seen at the time of my inspection.
- Disposable gloves are changed regularly and not reused.

## **Structure and Cleaning**

### **Summary:**

The structure, facilities, 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**

**14. The following items were dirty and require more frequent and thorough cleaning (Contravention):**

- Mould growth to outside of door of the walk-in freezer
- Cobwebs were seen to the condenser of the walk-in fridge
- Handle to the door of the walk-in fridge
- Underneath the racking in the dried goods store
- Cobwebs to wall in the storeroom
- Fire alarm box
- Fire extinguisher
- Dead insects were seen to the windowsill next to the pot store area in the kitchen
- Bits were seen in the sugar stored underneath the draining board in the kitchen
- Radio CD player in the kitchen
- Fly screens above the raw meat area
- Ledges to windows in the raw meat area
- Build up of ice around seal and condenser in the walk-in freezer
- Pipes under the dishwasher in the wash-up area
- Stainless steel runner to the wall underneath the dishwasher in the wash-up area
- Rotating arm to upper part of dishwasher
- Taps to the sink where the vegetables and salad are prepared
- Underneath towel and soap dispensers throughout the premises

- Seals to the 3 door Fosters fridge
- Cover to the drain
- Behind the nozzles to the coffee machines

### **Starbucks**

- Tap to the washing-up sink
- Seals to the milk fridge
- Interior of ice machine
- Tap to Lincat water heater

15. I was pleased to see that your sanitiser conformed to British Standards BS EN 1276:1997. **(Observation)**

### Maintenance

16. The following items/areas had not been maintained in good repair and condition **(Contravention):**

- Fly screen.

### **Confidence in Management**

#### Summary:

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. Some staff are not suitably supervised, instructed and/or trained in food hygiene. You have a varying track record. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

#### Hazards to Food

17. The following matters demonstrated that you had not identified hazards to food or their methods of control at critical points in your operation **(Contravention):**

- Ineffective and inadequate temperature control, e.g. sandwiches held in the display fridges in the shop, Starbucks and Costa Coffee.

#### Proving Your Arrangements are Working Well

18. The following matters are needed in order to demonstrate your food safety management system is working as it should **(Contravention):**

- Recording and monitoring temperatures of ready to eat foods, i.e. sandwiches in the display fridges in the shop, Starbucks and Costa Coffee.

19. I recommend that you put the time of when the sandwiches are made on the sandwiches. **(Recommendation)**

### Training

**20.** The following evidence indicated there was a staff training need **(Contravention)**:

- Monitoring the temperatures of high risk foods, i.e .sandwiches in the cold display units and hot foods, i.e. chicken and sausages in the hot display unit in the restaurant.

### Allergies

**21.** Legislation requires food businesses to provide allergy information on unpackaged food. This applies to food sold from all catering outlets including restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There has also been changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Trading Standards website:

[www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**(Information)**

**22.** I was pleased to see that you had up to date information on your allergen information. However, this was concealed behind the fridges in Starbucks.