

Public Protection (food & safety) Food Premises Inspection Report

Name of Business:	Peter and Deb's Snack Bar
Address of food business:	60 Clifton Street, Norwich, NR2 4NF
Date of Inspection:	4 August 2016 (and 26.07. 2016 by NNDC)
Risk Rating Reference	16/00478/FOOD
Inspection Reference	EH16/13464
Type of Premises:	Mobile Food Unit
Areas Inspected:	All - mobile unit
Records Examined:	None Available
Details of Samples Procured:	None
Summary of Action Taken:	Formal

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	15	20	25
Structure and Cleaning	0	5	10	15	20	25
Confidence in management & control systems	0	5	10		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



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

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

General description of the business

Mobile Catering unit serving bacon/burgers/sausages hot and cold drinks to the public at various locations in Norfolk.

Food HygieneSummary:

Food Hygiene standards are poor and there is major non-compliance with legal requirements which have lead to significant risks to food safety. **There are major and widespread lapses in safe food handling practices and procedures. You are failing to apply many of the controls needed to prevent cross-contamination.** 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)**

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):**
 - Container of raw burgers was stored on top of bottle/cans/cartons of drinks in the fridge.
2. The following exposed ready-to-eat food or its packaging to the risk of cross-contamination with *E.coli* 0157 bacteria and/or other harmful pathogens from raw meat or unwashed raw vegetables **(Contravention):**
 - Container of raw burgers stored on top of bottles of drinks (a ready to eat food).

Hand-washing

3. The following evidence showed you were failing to manage hand-washing operations and that as a consequence food was exposed to the risk of contamination with harmful bacteria such as *E.coli* 0157. **(Contravention)**
 - Bar soap was supplied at the hand wash basin.
 - No hygienic hand drying equipment available.
 - Staff were seen to enter the mobile following smoking cigarettes and commence serving customers without washing their hands.
 - No cold water readily available to mix with boiling water from the Burco boiler at the wash hand basin.
4. Proper hand-washing is essential in preventing the spread of *E.coli* 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide '*E.coli* - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe. **(Information)**

Personal Hygiene

Read this report on our website www.norwich.gov.uk/foodhygieneratings

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):

- Persons working on the van were wearing dirty clothing.
- Dirty aprons were left lying on the floor.

Temperature Control

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

- The fridge temperature was found to be 19.5⁰C on 26.07.2016.
- The freezer temperature was found to be -9.5⁰C on 26.07.2016

7. I recommend that you adjust the dial on fridge to turn down the temperature. You should aim to maintain a temperature of less than 5⁰C in the fridge and less than -18⁰C in the freezer. **(Recommendation)**

Structure and Cleaning

Summary:

The structure, facilities, cleaning and maintenance are poor and there is major non-compliance with legal requirements which have led to significant risks to food safety.

Major improvements are needed in the standard of structure and equipment cleaning. Major improvements are needed in the standard of repair and maintenance of the premises.

Improvements are needed in hand and/or equipment washing facilities. The premises are poorly designed and/or laid out and as a consequence there is the potential for

cross-contamination to occur. There is inadequate waste disposal provision. 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

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

- Floor.
- Walls.
- Ceiling.
- Bench tops.
- Fridge.
- Sinks.

9. Proper cleaning and disinfection is essential in preventing the spread of *E.coli* 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide '*E.coli* - What you *must* do to keep surfaces clean' for practical advice on keeping you and your customers safe. **(Information)**

Maintenance

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

- Floor (not level structure, torn covering).
- Mastic seals to bench tops.
- Edging strip to bench top.
- Holes in bench top where equipment no longer required had been removed.

11. I was pleased to see that on 4 August 2016 you were renewing the floor covering and had recently re-decorated the van. **(Observation)**

Facilities and Structural Provision

12. The following facilities were inadequate or absent and must be provided or improved **(Contravention)**:

- No running cold water provided to the sink and hand wash basin to mix with boiling water from the Burco boiler.

Confidence in Management

Summary:

There is major non-compliance with legal requirements. [Your food safety management system was not written down. Some staff are not suitably supervised, instructed and/or trained in food hygiene.](#) The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Hazards to Food

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

- Cross contamination issues during food storage and cooking/serving.
- Poor temperature control and monitoring.
- Lack of personal hygiene (dirty clothes, no aprons worn).
- Lack of adequate facilities for the washing of hands.
- Dirty van.
- Van in poor state of repair.

Documented Food Safety Management System

14. You have no written documented food safety management systems. **(Contravention)**

15. You had not written down the procedures you have in place to ensure your food is safe. Put in place a documented system (such as HACCP or SFBB) that identifies the hazards to food at every stage and the methods you use to control them at points which are critical to food safety. **(Contravention)**

Read this on our website www.norwich.gov.uk/foodhygieneratings

16. I would strongly recommend you choose 'Safer Food Better Business' as your food safety management system. **(Recommendation)**

Waste Food

17. The following evidence indicated that waste food was not being disposed of appropriately using an approved waste collector **(Contravention)**:
- Waste material was being transported without the benefit of an appropriate licence from the Environment Agency and disposed of in the domestic bins provided at your home.

Training

18. The following evidence indicated there was a staff training need **(Contravention)**:
- The food business operator was displaying a Level II certificate for food safety in catering which has expired. Refresher training is required.
 - Poor standards of personal hygiene had been observed on 26.07.2016.
 - Poor food handling practices observed on 26.07.2016.
 - Poor state of van observed on 26.07.2016 and 04.08.2016.
 - Poor standards of cleaning observed on 26.07.2016.
19. Food Hygiene Level II training or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your staff. **(Recommendation)**
20. Food Hygiene Level III or its equivalent would be appropriate for the food business operator. I would also recommend that the food business operator attends a Safer Food Better Business workshop at NCC to learn how to complete and implement SFBB as his food safety management system. **(Recommendation)**

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 **(Information)**.
22. All businesses should be aware of the ingredients in the foods they serve to know which products contain known allergens. This information should be readily available to customers. No such information was available. **(Contravention)**
23. 2 Hygiene Improvement Notices were served on 5th August 2016 covering training and lack of a food safety management system, giving you until 6th October 2016 to

receive appropriate training and get a fully documented food safety management system in place. **(Information)**

HEALTH, SAFETY AND WELFARE

Gas Safety

- 24.** Every employer or self-employed person must ensure that any gas appliance, installation pipework or flue installed under his control is maintained in a safe condition to prevent risk of injury **(Information)**

- 25.** As a matter of urgency arrange for an inspection to be carried out by a registered Gas Safe engineer who will ensure the gas appliance, installation pipework or flue is working safely **(Contravention)**.

- 26.** The registered Gas Safe engineer will often issue a certificate which you should keep to show your gas system is safe. It's important to get your appliances regularly serviced to make sure they are working efficiently and safely.

- 27.** It is reasonable to have a gas safety check done on all gas fittings and appliances annually **(Information)**.

- 28.** For more information visit www.gassaferegister.co.uk. **(Information)**.