



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Ber Street Kitchen
Address of food business:	141 - 143 Ber Street Norwich NR1 3EY
Date of inspection:	24/06/2024
Risk rating reference:	24/00261/FOOD
Premises reference:	18/00137/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB, Temperature Control Records, FSMS
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	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 4 - a good standard



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

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

- the hot water was too hot for comfortable hand washing

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.

Personal Hygiene

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

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- the display chiller was not keeping foods at below 8°C

Information I was pleased to note that you had called out on engineer to attend to the faulty counter chiller.

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 were dirty and require more frequent and thorough cleaning:

- floor wall junctions

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- fridge shelving

Maintenance

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

- tiles are broken, holed, chipped ungrouted or missing
- coving loose at wall floor junction
- freezer lids
- damaged handles to bulk freezers

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- no fly screens to the windows. I acknowledge it was particularly hot day, however, you are legally required to take measures to prevent access by pests

- no pest proof door screen (required if you leave the external door open)

Observation I was pleased to note you had repaired damaged seals to fridges, purchased a new cleanable stainless steel rack (disposed of the old wood rack) and decorated since the last inspection.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. **(Score 5)**

Type of Food Safety Management System Required

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

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:

- pest control is inadequate

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- maintenance / pest control

Observation I was pleased to note you had fully audited your SFBB pack it is now much improved since the last inspection.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.