



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Harriets Cafe Tea Rooms
Address of food business:	38 London Street Norwich NR2 1LD
Date of inspection:	10/07/2024
Risk rating reference:	24/00280/FOOD
Premises reference:	15/00103/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Pest Control Report, Temperature Control Records, Cleaning Schedule, FSMS, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Tea room 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
<b>Your Total score</b>	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	4	3	2	1	0

Your Food Hygiene Rating is 5 - a very 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

**Observation** I was pleased to see handwashing was well managed.

Unfit food

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

- several packets of soft were found past their 'Use by' date

**Legal Requirement** Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

**Information** High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items

**Observation** I was pleased to note you destroyed the out of date cheese when I brought this to your attention. You also removed any other fresh products made that morning that may have been prepared with the same cheese.

## **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:

- ceiling
- high level cleaning

### Maintenance

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

- paint work worn or peeling
- poor condition tin foil sheeting on shelving. Tin foil is not a suitable material as a protective covering to use as a method to prevent build up of grease/dirt. This is because it is difficult to easily keep clean and small sections can easily fall apart/flake off and become a contamination risk

### Pest Control

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

- the external doors to first floor dining area. Clear daylight could be seen between the glass doors

## **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

### Proving Your Arrangements are Working Well

**Contravention** You are not working to the following procedures in your food safety management system:

- opening/closing checks. This is because food was found a few days past the indicated 'Use by' date. As part of your opening and closing checks all food is checked to ensure it is within date. And, if any out of date food is found, it must be thrown away. However, given out of date food was found indicates this procedure was not being followed

### Traceability

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

### Training

**Observation** I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

### 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 clearly shown the presence of allergens in your food on your menu.

**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.