

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

Name of business:	Alive Lounge
Address of food business:	The Vineyard Centre Nelson Street Norwich NR2 4DR
Date of inspection:	09/08/2024
Risk rating reference:	24/00330/FOOD
Premises reference:	24/00070/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:	Community Cafe run by volunteers. 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>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 3 - a generally satisfactory 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

**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:

- flies were seen circulating in main counter area
- uncovered foods at main counter

#### Hand-washing

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

- there was no hot water to the wash hand basin. Kettles were being used as a temporary measure to supply hot water for hand washing and washing up.
- it takes a very long time for hot water to be produced at the main hot water boiler in the kitchen. This faulty boiler was later attended to and it was determined there was an issue with build up of lime-scale in a dedicated filter. Once the filter

was cleaned the boiler was producing adequate levels of hot water.

**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** An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

### Temperature Control

**Observation** I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

## **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:

- around equipment feet
- ceiling
- floor/wall junctions

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

- unsealed wooden structures

### Maintenance

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

- wall surface damaged near extraction system

### Facilities and Structural provision

**Contravention** The following facilities were inadequate and must be improved:

- use of kettles and fault to cold fed 'plumbed-in' hot water urn which was an insufficient means to produce sufficient hot water in a business handling and preparing high risk foods.

**Observation/Information** I was pleased to note that you ordered a new 40L counter hot water urn later after my inspection. I also returned a few days after my inspection to your premises and found that many of the issues in this report had

been attended to. You now have mains hot and cold water supply direct to hot and cold taps throughout the building. Damage to coving near extractor in main kitchen had been repaired. There were also fly screens fitted to outside opening doors. It is now very likely that your food hygiene rating score has improved due to these works. I left information with your staff on how you can request a re-rating inspection.

### Pest Control

**Contravention** There is evidence of pest activity on the premises:

- flying insects

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

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

### **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Some minor issues were identified relating to staff supervision and training. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

#### Type of Food Safety Management System Required

**Contravention** You currently do not have a food safety management system. Implement a bespoke HACCP system covering the higher risk activities not covered in Safer Food Better Business (SFBB).

**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

**Information** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Information** If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb) However, do make sure staff have access to it at all times when working.

**Information** As you are a new business you are permitted the flexibility of extra time to get your food safety management system up to the minimum legal requirements. You must act on this now as your food hygiene rating score may be reduced to a maximum

of 1 if the food safety management system does not fully meet the legal standard by the time of the next statutory inspection.

### 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:  
services and facilities are inadequate

### Traceability

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

### Waste Food and other Refuse

**Contravention** The following evidence indicated that waste food was not being disposed of appropriately:

- there was no evidence that the waste was being collected by an approved contactor

**Legal Requirement** If you have waste you have a duty of care to:

- Ensure that the person who takes control of your waste is licensed to do so
- Take steps to prevent it from escaping from your control
- Store it safely and securely
- Prevent it from causing environmental pollution or harming anyone
- Describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else

**Legal Requirement** The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

### 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.