



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	Five Guys
Address of food business:	17 - 27 Orford Place Norwich, NR1 3QA
Date of Inspection:	31/10/2016
Risk Rating Reference	16/00637/FOOD
Premises Reference	16/00254/FD_HS
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Type of Premises:	Restaurant or cafe
Areas Inspected:	Main Kitchen, Dry store, Cellar, Front of house, Back of house, Servery, Preparation room, Dining room
Records Examined:	FSMS, Temperature control records, Pest control report, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal

General Description of business    Fast food Take-away, serving burgers, hot dogs, vegetarian foods, desserts teas and coffee. 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

**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 you could demonstrate effective E.coli 0157 control through the complete separation of raw and ready-to-eat food, the correct use of wash-hand basins and thorough hand washing, having dedicated equipment (including complex equipment) for raw and ready-to-eat foods, through 2-stage cleaning and the correct use of sanitisers, and by controlling the risks posed by soily vegetables.

#### **Hand-washing**

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

- no paper roll to dedicated wash hand basin to dispenser in rear bread storage/cleaning up sink area. This was replaced later during my inspection.

### Personal Hygiene

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

### 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 diligently monitoring temperatures.

## **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

**Observation** The kitchen had been well maintained and the standard of cleaning was exceptionally high.

### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

### Maintenance

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

- electronic insectocutor was not working in rear bread roll /office area. I was informed a cable was on order with your supplier.

**Observation** I was pleased to see the kitchen had recently been refurbished to a very high standard.

### Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

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

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood, properly controlled, managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. There are some minor contraventions which require your attention.

**(Score 5)**

#### **Food Hazard Identification and Control**

**Information** I was pleased to see you had an electronic recording and monitoring system using hand held devices. Verifying data is downloaded and checked through out the day.

#### **Proving Your Arrangements are Working Well**

**Contravention** The following matters are needed in order to demonstrate your Food Safety management system is working as it should:

- a black food container was found labelled up and contained peanut butter in the walk-in fridge. According to your written systems this product should have been stored in an orange container in a separate location as it was an allergen.

**Information** although you had an additional check list for checking equipment is functional the electronic flying killer appeared not to be listed on your checks shown to me during my inspection.

#### **Training**

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

#### **Infection Control / Sickness / Exclusion Policy**

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

#### **Allergens**

**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.

#### **Health and safety matters.**

**Information** please ensure staff do not carry large sacks of potatoes up the stairs. I understand staff should primarily use the lift to get sacks of potatoes into the vegetable preparation room. A member of staff was witnessed carrying sacks up the stairs.