

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of Business:	Roger Hickman's Restaurant
Address of food business:	79 Upper St Giles Street, Norwich NR2 1AB
Date of Inspection:	28/04/2017
Risk Rating Reference	17/00266/FOOD
Premises Reference	10/00045/FD_HS
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Type of Premises:	Restaurant or cafe
Areas Inspected:	Main Kitchen
Records Examined:	SFBB, Temperature control records, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Restaurant serving seafood and employing standard catering practices

### **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>	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 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

**Contravention** The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- some tea cloths were badly frayed. Replace.
- broken blade to plastic spatula
- small area of defective wall under boiler and ceiling by extraction canopy liberating plaster dust

#### Hand-washing

**Observation** Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

## 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 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 structural items were dirty and require more frequent and thorough cleaning:

- dead flies in the fluorescent light diffusers
- accumulation of grease around the legs to stainless steel tables
- ceilings splattered in places

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

- there were areas of bare plaster on ceilings and walls

### Cleaning of Equipment and Food Contact Surfaces

**Observation** You had dedicated equipment for the preparation of raw and ready-to-eat foods.

### 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:

- area of loose and broken ceiling plaster adjacent to the cooker canopy
- exposed plaster to ceiling
- wall to walk in fridge flaking

- loose wash hand basin; refix to wall
- rough and unsealed plaster under and above the boiler. Clad over or otherwise seal surfaces and fill holes. Remove old flue
- wall cladding was split behind the waste bin

### **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, with some exceptions, generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

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

**Contravention** Your Safer Food Better Business (SFBB) pack was disordered and very hard to navigate. SFBB is deemed to comply with the law only when used as intended. Put the pack in order.

**Observation** You had left the SFBB pack in the charge of one member of staff. I had the impression other staff members were not familiar with it. Ensure all your staff know how your SFBB system works.

**Recommendation** Remember to tick the opening and closing check boxes as the checks are done and not at the end of the day.

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

**Observation** Your SFBB/food safety management system was in place and, despite it being in a jumble, I was confident you had effective control over hazards to food.

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

#### **Allergens**

**Contravention** You have not properly informed your customers about the presence of allergens in the food you prepare and not warned them about the potential for cross-contamination with allergens.

**Legal Requirement** Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens

must also be made known to consumers. You can obtain more information from the Trading Standards website [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**Legal Requirement** Food manufacturers must now label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices you use will contain mustard which your customers will need to be made aware of.

**Information** The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

## **HEALTH AND SAFETY**

### **Gas Safety**

**Contravention** The following matters indicated that a gas appliance, installation pipework or flue had not been maintained in a safe condition so as to prevent risk of injury:

- there was no gas safety certificate available for inspection

**Legal requirement** 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.

**Recommendation** 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. Keep any certificate they issue available for inspection in the future.

