

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

Name of Business:	The Bicycle Street, Norwich, NR2 4PE
Date of Inspection:	26/10/2017
Risk Rating Reference	17/00671/FOOD
Premises Reference	09/00247/FD_HS
<hr/>	
Type of Premises:	Restaurant
Areas Inspected:	Kitchen and storeroom
Records Examined:	None
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Restaurant

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 3 - a generally satisfactory standard



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

Contamination risks

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Recommendation I recommend that eggs are stored in the fridge

Hand-washing

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

- there was no soap at the wash hand basin, sanitiser is not enough to kill bacteria

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- a food handler i.e the KP was not wearing protective over clothing and did not wash his hands before starting work
- food handler was seen with dirty fingernails

Contravention the wash-hand basin was not in regular use. Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- After using the toilet;
- After handling rubbish;
- After smoking;
- After taking a break;
- After handling raw food

Legal Requirement Wash hand basins must be provided with soap and hygienic hand drying facilities.

Legal Requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

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.

Recommendation. It is good practice to check the core temperature of cooked and reheated foods to ensure they reach required cooking temperatures (75°C for 30 seconds or an equivalent time/temperature combination).

Poor Practices

Observation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- food was kept beyond the date that you had decided it should be used by i.e corn on the cob and rocket which had a 'use by' date of 25/10 Brie 'use by' date of 17/10, Binham blue 'use by' date of 17/10 and portioned Binham blue 'use by' of 21/10

- there was no label (stating when it was made) on the chicken liver and chorizo pate in cheese fridge
- the electric fly killer was sited on a food preparation surface, it should be situated in an area away from main light sources and food preparation surfaces
- opened jars of mustards i.e dijon, wholegrain and English were being stored on the shelf in the storeroom with no label indicating when opened, it stated on the label 'refrigerate after opening and use within 3 weeks of opening'. This same issue was mentioned in your last report
- personal belongings i.e a mobile phone was seen next to the electric fly killer. Personal belongings must not be stored in a food room. A locker or similar cupboard would be a suitable means of storing these items

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:

- the wall behind the fridges in front of the window
- the window sill
- cobwebs were seen to the wall above the window
- the flooring underneath the dishwasher
- the wall above the washing up sink
- the wall next to the wash hand basin
- the flooring behind the washing up sink
- the fly screen to the window

Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- the seals to the Lec fridge
- the ridge to the top of the door to the Lec
- the grid behind the Lec fridge
- the trays to the dishwasher

Cleaning Chemicals / Materials / Equipment and Methods

Contravention Touch points are dirty, thoroughly clean and maintain in a clean condition all touch points, for example, light switches, telephones, door handles, taps and handles, to minimise the risk of cross contamination. It is good practice to use a sanitiser in order to minimise the build up of bacteria:

Observation I was pleased that disposable cloths were used

Maintenance

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

- the seals were split to the Polar fridge near the window
- the fly screen to window
- the seals were split to the Polar fridge next to the dishwasher
- the seals were split to the chest freezer
- the handle was missing to the chest freezer
- the lid to the chest freezer was in a poor state of repair
- flaky paint was seen to the window frame above the chest freezer
- the wall was damaged in the storeroom
- the electric fittings behind the cooker. This was mentioned in your last report. However your chef informed me that the electrician was coming the following Tuesday

Renew or repair the window frame and the wall to leave in a sound easy to clean condition

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. 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

Observation You were date labelling the majority of 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 .

Food Hazard Identification and Control

Contravention The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- cooking food to 75°C or above

Contravention The Safe Methods in your Safer Food Better Business (SFBB) pack are intended to show you have identified the hazards to food and what you must do to control them. The following Safe Methods were either missing from your SFBB pack or had not been completed appropriately:

- Cooking

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- The cleaning schedule
- Staff training records

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier.

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

Guidance Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastro-intestinal illness stay away from work until symptom-free for 48 hours.

Allergens

Observation You had identified the presence of allergens in your open food and had brought this to the attention of your customers.

Health and Safety

Electrical Safety

Contravention The following matters indicated that a portable electrical appliance or the fixed electrical system had not been constructed and/or maintained so as to prevent, as far as reasonably practicable, danger.:

- electric switches above the cooker