



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Norfolk Club
Address of food business:	17 Upper King Street Norwich NR3 1RB
Date of inspection:	18/12/2017
Risk rating reference:	17/00756/FOOD
Premises reference:	17460/0017/0/000
Type of premises:	CHECK - Premises requiring review
Areas inspected:	Main Kitchen
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	private members club

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 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:

- raw foods i.e quails eggs were being stored next to ready-to-eat foods i.e panna cotta in the Ilsa fridge

Recommendation Chopping/cutting boards were held stable with tea towels/cloths which could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised

Observation I was pleased to see that all foods were covered in the fridges and freezers.

Hand-washing

Observation Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material. However food debris i.e lettuce was seen in the wash hand basin.

Temperature Control

Contravention The following evidence indicated there was a risk of harmful bacteria remaining in cooked food because cooking time/temperatures were insufficient to kill them:

- the chef informed me that he cooked food to a core temperature of 63°C, this temperature is insufficient to kill bacteria. We recommend food is cooked and/or reheated to 75°C for 30 seconds or an equivalent time/temperature combination.

Recommendation In addition to the visual checks you undertake use a probe thermometer to determine the core temperature of cooked food.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- beetroot had visible mould on it in the True fridge

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday.

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:

- there was no date on the cheddar cheese of when it had been opened or should be used by
- storing prepared foods for 5 days
- flour stored on the floor in the storeroom
- there were no dates on some foods that had been prepared in the fridges

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

- flooring underneath shelving units in storeroom
- flooring behind door in dry storeroom
- door in dry storeroom (see photo)
- cobwebs in dry storeroom
- wall underneath work surface in the washing up room
- flooring underneath the 3 door undercounter True fridge

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:

- bottom of the interior of the True fridge
- interior of the vegetable box storing peppers in the True fridge
- stainless steel shelf in the dry storeroom
- seal to the 3 door undercounter True fridge
- lid to stainless steel topped freezer

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:

- split seals to the Isla fridge
- mastic to the washing up sink
- mastic to the washing up sinks in the washing up room

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)**

Food Safety Management System

Contravention the diary and 4 weekly reviews in your Safer Food Better Business (SFBB) pack had not been filled in since October 2017. You informed me that you were unaware of its existence and this has resulted in a poor score for confidence in management. You must act on this now as your hygiene rating score will be reduced to a maximum of 1 if there is a similar situation at the next visit

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:

- beetroot with visible mould on
- storing food for 5 days
- cooking food to a core temperature of 63°C

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 daily diary and/or four-weekly reviews

Recommendation I recommend that you audit your pack or download/buy a new pack, visit our website www.norwich.gov.uk/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 However, do make sure staff have access to it at all times when working.

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

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

Booking details for this course are on our website:

www.norwich.gov.uk/foodsafetytraining

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk/foodsafetytraining

Allergens

Information Allergen information could be written down on a chalk board or chart, or provided verbally by a member of staff. Where the specific allergen information is not provided up-front, you must inform your customers of how this information can be obtained.

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