



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Bill's Restaurant
Address of food business:	6 Back Of The Inns Norwich NR2 1PT
Date of inspection:	15/12/2017
Risk rating reference:	18/00002/FOOD
Premises reference:	13/00346/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS, Cleaning schedule, Temperature control records, Training certificates / records
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

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:

- in the downstairs bar I observed a staff member place a glass bottle of coke directly onto a green chopping board and to remove the cap from the bottle. Staff also use this green chopping board for cutting and slicing lemons, melon etc to place in drinks. By placing the base of the coke bottle onto the chopping board risks transferring any contaminants from the base of the bottle onto the chopping board.
- staff were seen using a brown chopping board to chop/slice ready to eat foods i.e. cucumber into small cubes. According to your written food safety management system staff should be using a green chopping board (salads and

- fruits). The brown chopping board is to be used for chopping soiled vegetables.
- clumps of sticky blu-tak was sited on the wall above ready to eat foods. There is a risk of the blu-tak falling onto the open foods below.
- a plastic open packet of salad leaves was stored directly on top of uncovered salad leaves in the 'mezzi' preparation work top mounted chiller

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Observation I was pleased to see that you had dedicated work surfaces/areas for different food preparation i.e raw meat

Observation The scored brown board I noted had been used to chop ready to eat foods was disposed of by staff.

Hand-washing

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

- one of the dedicated hand wash sinks in main kitchen was difficult to access due to it being blocked by fire extinguishers and a 'cleaning in progress' yellow A frame sign
- the wash hand basin behind the main bar was difficult to access as the bar counter was sited over the taps. Also, the soap to wash hands was sited in a dispenser on the opposite wall and the paper towel dispenser to dry hands was sited a short walk away in the wash up sink area. You need to have the soap and means to dry hands easily accessible for staff.

Personal Hygiene

Legal Requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- according to the manufacturers storage/labelling instructions for your burgers it stipulates they need to be stored at less than 4 degrees celsius. However, when

probed, in your chiller units burgers were found to be at 4.8 degrees.

Recommendation I recommend you increase the frequency of checking your fridge temperatures to at least twice daily rather than the current once as an opening check.

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:

- steps leading up from main office storeroom area into kitchen
- wall floor joints in kitchen
- base of door architrave where it meets the floor in main kitchen
- between bulk freezers had ingrained dirt
- wall under wash hand basins
- wall above extractor in dry store
- ceiling above extractor in dry store
- the footstool in main kitchen was particularly dirty
- wheels to equipment in main kitchen

Cleaning Chemicals / Materials / Equipment and Methods

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Maintenance

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

- peeling mastic seal at wall floor joint to steps into main kitchen
- damaged/broken display panels to bulk freezers in main kitchen
- damaged/broken steel graters in main kitchen i.e root ginger grater

Facilities and Structural provision

Observation I was pleased to see the premises had adequate facilities provided.

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. Some minor issues were identified relating to staff supervision and training. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed.

(Score 10)

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:

- you use an approved burger supplier which meets the Food Standards Agency criteria allowing the burger to be served than than thoroughly cooked. The burger supplier has stipulated that the burger must be stored at a temperature of less than 4 degrees celsius. However, your food safety management system both written (HACCP) and new tablet version stipulates foods must be delivered and kept stored at below 8 degrees celsius. You need to alter or amend your written procedures to take into account the burger manufacturer's temperature storage requirements.
- you currently cook your 'medium' burgers to a core temperature of above 67 degrees celsius. Current Food Standards Agency guidance recommends cooked burgers must achieve a core temperature of 70 degrees celsius for two minutes or an alternative time temperature combination for example of 75 degrees for 30 seconds. You validate your cooked temperature for 'medium' and 'well done' burger has been achieved by using a calibrated probe thermometer. The method for checking the probe thermometers is weekly by placing the probe thermometer into boiling. However, when I asked for evidence that the probe thermometer used for checking the core temperature used for 'medium less than than thoroughly cooked I burgers' it could not be provided. I was shown an electronic record on a tablet that the task of checking a random thermometer had been done. You informed me you have several thermometers and they were used for different tasks i.e. checking delivery of food temperatures.

Recommendation You clearly label or indicate each thermometer and ensure it is solely used for one purpose i.e. checking burger temperature of less than well cooked

burgers or for food deliveries etc.. You then have clear a record when each separate thermometer was calibrated.

Proving Your Arrangements are Working Well

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

- when checking your written food safety management system (HACCP) I acknowledge it did contain large amounts of food safety related documentation. Many of these consisted of in-depth product and analytical challenge data of cooking your burgers to ensure the 4 log reduction of Ecoli 0157 and other pathogenic bacteria. The main data focusing on temperature data for a medium burger cooked on a griddle for 8 minutes reached a core temperature of above 67.3 degrees. However, printed within your HACCP I found an indicated time temperature combination table of 67 degrees for 1 second which I believe would confuse staff. However, I was able to find a recognised time temperature combination of 75 degrees for 30 seconds for your 'well done' burgers.

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

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 identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

Observation You had clearly shown the presence of allergens in your food on your menu.

