



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Hollywood Bowl
Address of food business:	Unit 1C Wherry Road Norwich NR1 1WZ
Date of inspection:	14/02/2018
Risk rating reference:	18/00122/FOOD
Premises reference:	20779/0001/2/000
Type of premises:	Bowling
Areas inspected:	Main Kitchen, Front of house, Servery
Records examined:	Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Leisure facility with full catering

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
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Your Food Hygiene Rating is 2 - improvement is necessary



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:

- The underside of a container of open frozen food was in direct contact with the food in the container beneath.
- Frozen vegetable burgers and other similar products were stored in ripped plastic bags
- In an open tub on the counter there were miscellaneous items stored such as the probe thermometer and a roll of sticky tape
- rolls of cling film and foil were not kept in the dispensers provided.

Recommendation To further improve food hygiene safety I would suggest the following:

- All frozen products, once the original packaging has been opened, are transferred to clean lidded containers which are properly labelled

Hand-washing

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

- There was no paper towel in the towel dispenser at the hand wash basin
- Several staff entered the kitchen whilst I was on site and did not wash their hands

Personal Hygiene

Recommendation Keep a waste bin near the wash-hand basin in which to discard disposable paper towels. Towel dispenser must be kept well stocked at all times.

Recommendation To further improve personal hygiene I suggest that staff working in the kitchen put on an apron over their uniform whilst handling food.

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. However, the following needs addressing

- Some of the burgers in Freezer 7 (white upright freezer) were soft. The freezer door was ill fitting and the freezer was thick with ice. It is my opinion that some of the burgers were defrosting as a result of hot air entering the freezer. Fix the broken door and thoroughly defrost and clean the freezer.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Improvements are needed in hand and/or equipment washing facilities. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

Contravention The following structural items were dirty and require more frequent and thorough cleaning:

- the kitchen wall surfaces
- ventilation canopy and filters
- the pipes behind and alongside appliances
- the floor beneath equipment
- wheels to equipment

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

- the deep fat fryers

Observation: On entering the kitchen it was like walking into a fog. It is understood that the extraction system has not been working efficiently for some months. This has been contributing to the greasiness of structural surfaces and making it difficult for staff to work in the environment. This is potentially an occupational hazard to staff as there is a lack of ventilation

Cleaning Chemicals / Materials / Equipment and Methods

Guidance Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands. As there was no paper towel in the dispenser there was a possible contamination risk.

Recommendation I recommend that items such as mops, buckets and brooms are stored in an area, room or cupboard separate from a food preparation or storage area so that the risk of food contamination is minimised

Maintenance

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

- The extraction system appeared not to be functioning correctly, the atmosphere in the kitchen was like a fog
- the sealant to the wash up sink
- the hot water tap to the hand wash basin was constantly running
- broken freezer door (Freezer 7)
- Plastic film had not been properly removed from external surfaces of equipment

3. Confidence in Management

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

deficiencies were identified. Some minor issues were identified relating to staff supervision and training. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your Food Safety Management system:

- The cleaning rota was not being followed. Staff were signing to say cleaning had been done when it clearly had not been (See photos attached)

Training

Contravention The following evidence indicated there was a staff training need:

- hand wash basin not in regular use
- sink designated for vegetable preparation was being used for other purposes
- long hair not securely tied back
- cleaning rota not being followed

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern:

- the extraction system was observed to be ineffective and the air in the kitchen was fog like, which could affect the welfare of staff. It is believed that this matter has been going on for several months. You should ensure that this matter is rectified without further delay.