



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Namco Funscape
Address of food business:	10 Barnard Road Norwich NR5 9JB
Date of inspection:	21/02/2018
Risk rating reference:	18/00143/FOOD
Premises reference:	02060/0010/0/000
Type of premises:	Bowling
Areas inspected:	All
Records examined:	FSMS, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe

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 Hygiene Rating Re-Scoring Visit

Date: 24.1.2019

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 4 – a good standard



Inspectors notes:

At the time of the rerating standards were found to be good, and all matters outlined in the original inspection had been addressed. I am aware that staff have undergone retraining; the member of staff seen was fully aware of good separation practices between raw and ready to eat foods.

Your new Haccp document has been reviewed and is comprehensive. Ensure all staff are fully aware of it, and it is kept in a position readily accessible to staff.

Hot water was available at the Kitchen wash hand basin. However the flow of water was irregular, and hot water took a long time to flow. Please investigate this.

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 less than satisfactory and you are failing to comply with the law in many respects. You are failing to apply some of the controls needed to prevent cross-contamination. 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)**

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:

- boxes of raw burgers were stored with boxes ice cream. These items should be stored separately.
- raw wrapped bacon in basket in the freezer above ready to eat wrapped rolls
- raw sausages in a open bag above loaves of bread in another freezer.
- a spoon kept in the warm nachos. The handle could contaminate food.

Contravention The following exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with E.coli 0157 and/or other pathogenic bacteria from raw meat or unwashed raw vegetables :

- the red chopping board used to squash raw burgers was located directly next to the board storage rack and directly next to yellow and white boards used for bread and cooked meats. This goes against the Food Standards Agency guidance and your own policy.

Information The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough hand washing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- through 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

Observation I was pleased you were aware of controls for E.coli 0157 . However in some instances these were not being followed.

Recommendation Remove blue tac from the walls as this is a potential contaminant.

Observation I was pleased to note:

- salad is washed
- different equipment is in use for handling raw and cooked foods
- a dishwasher is in use
- no raw meat is prepared before cooking. Most meat is cooked from frozen.
- you were aware of the correct hand washing technique

Hand-washing

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

Personal Hygiene

Contravention The wash-hand basin in the bar area was not in regular use. Staff seen were not washing their hands before starting work. 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
- the wash hand basin for bars located in function area bar had no soap or towel, and appeared little used.

Observation Short sleeved tops are worn from home, and then an apron and hat put on at work.

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.

Observation I was pleased to note:

- you monitor fridge and freezer temperatures, and randomly probe hot food which is cooked to order
- no food is held hot.

Unfit food

Observation You also prepare party food such as sandwiches.

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:

- in the bar Sprite post mix in use with best before of 20 August 17
- in the kitchen 2 boxes of Sunbites popcorn, used on sundae desserts. One box best before 20 August 17 and the other 17 September 17
- also Zero coke, best before December 17
- also orange Fanta best before 5 December 17

Observation I noted:

- no staff hand washing before work in the bar
- a staff frozen meal was stored in the kitchen freezer. Ideally staff should not bring food in as this may be a source of contamination.
- frozen chicken had been decanted from outer boxes. Ensure that you are able to identify product batch codes and other information, in case of product recall

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:

- dirty gap along back of wash hand basin, which requires sealing and cleaning.

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

- beer cellar walls, where flaking paint and damaged plaster was seen
- swollen and chipped formica shelf in bar under the ice bowl

Observation The kitchen had been well maintained and the standard of cleaning was good.

Recommendation That the walls be redecorated in the beer cellar.

Cleaning of Equipment and Food Contact Surfaces

Observation You had colour-coded equipment on which to prepare food. However the method in which they were being used was unsatisfactory.

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.

Observation I noted:

- sanitiser was in use that also meets the recommended British Standards
- however staff thought that the contact time was 1 minute , but is either 5 minutes or 30 seconds depending on the dilution required for deep cleaning or clean as you go.

Maintenance

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

- broken split seals to double freezer
- broken seal to inside of gastro line pizza oven

Facilities and Structural provision

Observation I was pleased to see the premises had been generally well maintained and that adequate facilities had been provided.

Pest Control

Recommendation I recommend that the Electric Fly Killer bulbs be changed regularly.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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 Your NAMCO Food Safety Management System, similar to SFBB was in place and some aspects of this were working well. However I was not confident that you had effective control over some 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.

Observation I was pleased to note:

- external audits are carried out twice yearly
- internal management checks are carried out monthly
- you calibrate the probe regularly

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:

- raw and ready to eat preparation and storage
- stock rotation in terms of best before dates
- personal hygiene in some areas
- your Food Safety Management System did not appear to mention stock rotation for use by or best before dates at all. I would have expected such matters to be

included. Please review this.

Proving Your Arrangements are Working Well

Contravention The following are examples of where your documented procedures said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do:

- raw and ready to eat preparation and storage

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Observation Food is centrally sourced by Namco.

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.

Observation I noted:

- an on line Namco training package is used
- catering staff do a level 2 equivalent
- however some of the problems noted would suggest that some staff retraining is necessary with burgers, hand wash etc

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.

Contravention Functions, which are non menu food and therefore not included on the till allergen system, still require to have allergens identified and brought to the customers attention. This had not been done. (It is recommended you complete a allergen matrix chart which can be found on the Trading Standards website, www.norfolk.gov.uk)

Observation Allergen information can be printed off from menu choices selected on the till. You are not allowed to accept alternative products in deliveries.