



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	B'nou
Address of food business:	46 St Benedicts Street Norwich NR2 4AQ
Date of inspection:	20/04/2018
Risk rating reference:	18/00627/FOOD
Premises reference:	14/00075/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Cellar
Records examined:	Temperature control 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
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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 You could not demonstrate effective heat disinfection of food equipment and utensils used for both raw and ready-to-eat foods and did not have a dishwasher. Undertake the following work:

- separate the cutting boards used for raw and ready-to-eat food
- store your raw and ready-to-eat containers and container lids separately
- do not keep the raw meat knife with your cutlery

Observation I was pleased to see food was covered and stored appropriately. You were using a date coding system to ensure adequate stock rotation of perishable food.

Temperature Control

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

- the right hand fridge was running rather high at 10°C. You were already aware of the problem and were monitoring the situation.

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 You were relying on the digital readout on the front of the fridges. Verify these readings are accurate by taking occasional readings with your probe thermometer of food inside the unit. You can probe a lemon rather than any food you intend to use. These 'prove it' records can be recorded in the Safer Food Better Business pack once implemented.

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:

- the air extractor in the window was very dusty

Recommendation Housekeeping could be greatly improved in the cellar. Remove redundant items like paint and building material, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floors clear for ease of cleaning and disinfection.

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

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. You are progressing towards a written food safety management

system. 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)**

Your Food Safety Management System

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.
- Review your procedures from time to time

Contravention You currently do not have a food safety management system. Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Recommendation I recommend you choose Safer Food Better Business (SFBB) as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

Information You can download or buy a printed copy of Safer Food Better Business catering pack and refill diary pages. Visit www.norwich.gov.uk/sfbb for details

Information Contact us for details of our Safer Food Better Business workshops on 01603 212747 or visit our webpage www.norwich.gov.uk

Allergens

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers.

Contravention You had not properly informed your customers about the presence of allergens in the food you prepare.

Contravention You had not warned your customers about the potential for cross-contamination with allergens.

Observation I was pleased you had a poster in the kitchen showing the 14 allergens which the law says you must take account of. You were also knowledgeable about the allergens in your food but had not itemised their presence in each of the dishes you prepare, preferring to work this out as each request for information was made. I would argue this is time consuming and prone to inaccuracies.

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers by providing clear

sign-posting to where this information can be found in the form of a poster displayed in the restaurant or an instruction in your menu. A warning about the potential for cross contamination can also be included.

Information You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters are of immediate concern:

- The stairs leading down the basement are difficult to use and require a person to turn through 180° halfway down the flight in order to be able to duck under a low ceiling. Neither were the stairs provided with a handrail.

Legal Requirement If a measure to improve safety is reasonable and practicable then it should be taken. The following are in my view reasonably practicable measures you can take to improve safety:

- provide a handrail to the stairs
- provide a grab rail near the top of the stairs where there are winders
- consider moving the dry store in the cellar to another location so the stairs are used less frequently