



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Alley Ole Kitchen
Address of food business:	20 Bridewell Alley Norwich NR2 1AQ
Date of inspection:	04/10/2018
Risk rating reference:	18/00933/FOOD
Premises reference:	17/00269/FD_HS
Type of premises:	Catering
Areas inspected:	Main Kitchen, Basement, Cellar, Front of house, Servery
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant and bar

**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	<b>15</b>	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30
<b>Your Total score</b>	0 - 15	20	25 - 30	<b>35 - 40</b>	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	<b>15</b>	20	-
<b>Your Rating is</b>	5	4	3	<b>2</b>	1	0

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. There are significant lapses in safe food handling practices and procedures. 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 physical contamination with bacteria, dirt or foreign objects:

- mayonnaise and feta cheese uncovered in the counter top chiller
- you were not using alcohol wipes to clean/disinfect the tip of the probe thermometer
- two badly broken drinks glasses on shelf under counter behind bar

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

### Hand-washing

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

- there was no soap at the wash hand basin
- the wash hand basin was not provided with hot water (electrics had tripped out)
- wash hand basin was unavailable for use because dirty utensils had been placed in the bowl
- I saw the wash hand basin used for washing equipment (new member of staff)

**Contravention** Remove plants from behind the bar as they present a risk of contamination from soil and attract flying insects.

**Observation** The towel dispenser above the wash hand basin was empty although blue roll was on a shelf close by.

**Recommendation** Keep the blue roll in the dispenser and not loose on a shelf where it is prone to becoming dirty.

### Personal Hygiene

**Information** The wash-hand basin was not in regular use. 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

## Temperature Control

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

- rice had been left in the rice cooker and the cooker switched off (disposed of in my presence)
- sauce had been left out at ambient temperatures when they should be refrigerated
- prepared vegetables were not held in the counter-top chiller at 8°C or below and you could not demonstrate a system for using this food within 4 hours

**Legal Requirement** If you rely on selling hot food (displayed under 63°C) i.e. the rice within two hours you must be able to demonstrate a system for ensuring the food is either sold, placed under refrigeration, or discarded, before the two hours have elapsed.

**Legal Requirement** If you rely on selling cold food (displayed above 8°C) within four hours you must be able to demonstrate a system for ensuring the food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

**Recommendation** Consider providing a lid to the counter top chiller to help keep prepared salad and feta cheese and mayonnaise under 8°C.

**Guidance** It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and +1°C.
- The readings in boiling water should be between 99°C and 101°C.

**Guidance** Take care probe thermometers do not cause cross-contamination. Make sure they are kept clean and disinfected with probe wipes before and after each use

## 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:

- floors under and behind units greasy
- accumulated food debris between oven and wall
- greasy film on walls and most other surfaces

**Recommendation** Using the cleaning schedule in your Safer Food Better Business (SFBB) pack is a requirement if you use SFBB as your food safety management system. A written schedule reminds you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

**Recommendation** Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

## Cleaning Chemicals / Materials / Equipment and Methods

**Observation** The surface sanitiser was not immediately available and neither was it stored close to where it was needed i.e. raw meat preparation surfaces.

**Observation** There were a variety of spray containers on hand i.e. glass cleaning solutions and degreasers, none of which claimed to kill bacteria.

**Observation** The sanitiser you eventually found had no contact time mentioned on the bottle.

**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.

**Recommendation** Use disposable paper wipes for cleaning and mopping up spillages

## Maintenance

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

- stem to the mixer tap serving the wash hand basin was insecure
- mould and mildew on the seal behind sink and wash hand basin

## Facilities and Structural provision

**Recommendation** Provide local exhaust extraction over the chicken rotisserie and the chip fryers. This will greatly reduce the greasy residue that is presently being deposited on walls and other surfaces.

### **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. 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)**

#### **Type of Food Safety Management System Required**

**Contravention** Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards. (The SFBB pack was made available the following day)

**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.

**Information** Your SFBB pack is deemed to comply with the above legal requirement but only if it is used as intended i.e. all the sections completed, the diary used and your methods reviewed (see omissions to the SFBB pack below).

#### **Food Hazard Identification and Control**

**Contravention** The following pre-requisites have not been met and prove your food safety management system is ineffective:

- services and facilities are inadequate - lack of hot water to sink and wash hand basin

**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:

- cross contamination - it was not possible for the food handler to wash their hands in hot water at the wash hand basin

#### **Proving Your Arrangements are Working Well**

**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 four-weekly reviews
- the cleaning schedule
- staff training records

**Contravention** You had not carried out your opening checks for that day as the SFBB pack was not on site.

**Contravention** You were keeping a separate daily diary to the one in the SFBB pack and as a consequence were not doing any 4-weekly reviews. Stick to the diary in the SFBB pack and complete the 4-weekly reviews when due.

### Waste Food and other Refuse

**Legal Requirement** If you have waste you have a duty of care to:

- Ensure that the person who takes control of your waste is licensed to do so.
- Take steps to prevent it from escaping from your control.
- Store it safely and securely.
- Prevent it from causing environmental pollution or harming anyone.
- Describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else.

### Training

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

- no evidence of training for your new member of staff - either in basic food hygiene or in the use of your food safety management system
- the contraventions observed including lack of hot water, temperature control and cleaning indicated that you required refresher training.

**Legal Requirement** Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

**Legal Requirement** Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles.

**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](http://www.norwich.gov.uk)

### Allergens

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

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

**Legal Requirement** Caterers must provide allergy information on all unpackaged food they sell. Food manufacturers must now label allergy causing ingredients on their pre-packed foods so you must include the allergens in any ingredients you use in the food you prepare. You can obtain more information from the Trading Standards website [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**Information** Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided up front, clear sign-posting to where this information could be obtained must be provided.

**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

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

**Recommendation** Add allergy information to your menu

## **HEALTH, SAFETY AND WELFARE**

### **Matters of evident concern**

**Contravention** The following matters were of immediate concern:

- provide the edge of each of the cellar steps with a nosing of a contrasting colour

