

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Roger Hickman's Restaurant
Address of food business:	79 Upper St Giles Street Norwich NR2 1AB
Date of inspection:	05/03/2019
Risk rating reference:	19/00186/FOOD
Premises reference:	10/00045/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, External store
Records examined:	SFBB, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Formal
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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 3 - a generally satisfactory standard



## SECTION 1 - FOOD HYGIENE

### 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, foreign objects or chemicals:

- flaking paint on ceilings above food equipment and work surfaces
- broken and cracked plaster on the ceiling above shelving and food equipment
- unfinished wall cladding below the boiler and behind preparation surface
- uncovered meat stock
- damp cloths in contact with cutting boards

### Dual use of complex equipment

**Contravention** The following equipment is considered too complex to disinfect and must not be used for both raw and ready-to-eat foods:

- vacuum packer

**Observation** You agreed to only use the vacuum packer for raw fish from now on.

### Hand-washing

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

- no means for hygienically drying hands was available by the wash-hand basin

**Recommendation** Replace the wall mounted towel dispenser adjacent to the wash-hand basin as it was locked closed and could not be replenished.

## **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 items were dirty and require more frequent and thorough cleaning:

- behind and under equipment
- extraction canopy
- high level cleaning
- walls particularly behind food preparation surfaces
- ceiling

**Observation** These matters were brought to your attention during the previous inspection and if not addressed soon may result in formal action being taken.

### Maintenance

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

- wall surfaces behind preparation table and boiler pipework
- worn and flaking paint on the ceiling above preparation surfaces
- the interior cladding of the outside walk in fridge

**Observation** These matters were brought to your attention during the previous inspection and if not addressed soon may result in formal action being taken.

### **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

#### **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 at the time of my visit.

**Legal Requirement** 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.

**Observation** The food safety management systems was made available the next day.

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

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

- maintenance is poor and this has resulted in contamination risks to food

**Contravention** The following Safer Food Better Business SAFE METHODS are incomplete:

- Cross-contamination (ready to eat food)
- Cooking (hot holding)

**Recommendation** Update your SFBB pack with the latest Safe method on controlling the presence of Acrylamide in foods. Visit: [www.food.gov.uk](http://www.food.gov.uk) for more information.

## **SECTION 2 - HEALTH AND SAFETY**

### **Asbestos**

**Contravention** There was no asbestos management plan available. I was suspicious asbestos was present in the poorly maintained interior cladding of the external chiller.

**Legal Requirement** If you are responsible for the maintenance and repair of the building then you must manage any asbestos in it. Ensure that any asbestos which may be present has been identified and if present that a management plan has been

produced in relation to it. If a landlord has retained responsibility for structural repairs they may be responsible for identifying any asbestos and producing a management plan. However you should be aware of the location and condition of any asbestos materials so that this can inform your risk assessments and safe systems of work.

**Information** The HSE has guidance on asbestos at: [www.hse.gov.uk](http://www.hse.gov.uk)