



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Bond
Address of food business:	27 - 28 Tombland Norwich NR3 1RE
Date of inspection:	22/08/2019
Risk rating reference:	19/00632/FOOD
Premises reference:	15/00379/FD_HS
Type of premises:	Night Club
Areas inspected:	External store, Front of house, Back of house, Main Kitchen
Records examined:	SFBB, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Formal
General description of business:	Cocktail Bar with 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 1 - major improvement is necessary



Food Hygiene Rating Re-Scoring Visit

Date: 15th November 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: I was pleased to note that all the matters contained in the report below have been satisfactorily addressed. Staff have been trained on the revised procedures. A good standard was observed. The Hygiene Improvement Notice has been complied with.

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)

Hand-washing

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

- the wash hand basin in the kitchen was obstructed
- wash hand basin in the kitchen was dirty
- no soap was available to the hand wash basins in kitchen and both bar areas
- no means for hygienically drying hands was available in the bar areas

Legal requirement An adequate number of washbasins are to be available, suitably located and designated for cleaning hands, provided with hot and cold water, materials for cleaning hands and for hygienic drying.

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- no protective clothing provided for staff preparing food to use

Legal requirement Every person working in a food handling area is to maintain a high degree of personal cleanliness and is to wear suitable clean and where necessary, protective clothing.

Recommendation As a minimum single use disposable plastic aprons be provided for staff who cover duties in the kitchen in the absence of a chef.

Temperature Control

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

- deliveries were not being put into chilled or frozen storage as quickly as possible following arrival at the premises (a delivery was left on the bar top prior to 12 noon and had not been dealt with by 13:30)

Contravention The following evidence indicated there was a risk of harmful bacteria remaining in cooked food or reheated food:

- food is not achieving 75°C during initial cooking

Observation Your food safety management system states that hot food is to be '72° and rising'

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements;

- salad leaves

- coconut sauce
- mouldy tomato puree
- burgers

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- foods were not being labelled when removed from the freezer
- opened box of potato salad had not been dated on opening, manufacturer states 'use within 72 hours or by use by date whichever is sooner'.

Recommendation Foods (burgers) removed from the freezer should be labelled with the date of defrosting and used within 24 hours. This will improve stock rotation and ensure foods remain as fresh as possible

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 items were dirty and require more frequent and thorough cleaning:

- behind and under equipment
- extraction canopy
- high level cleaning (window and vent)
- walls particularly behind food preparation surfaces
- hand contact surfaces such as light switches and door handles taps
- wash hand basin

Observation The kitchen was cluttered and untidy.

Recommendation Remove all redundant materials from the kitchen, provide additional shelving as necessary to enable food preparation surfaces to be kept clean and clear.

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

- 'mdf' or chipboard shelves in the glass wash room
- walls in the glass wash room

- unsealed wooden structures shelving and supports in the wash up room

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned::

- fridge and freezer seals
- hand contact surfaces (handles/ doors /plugs and switches)
- can opener
- food storage containers
- chopping boards
- ice machine
- cutlery tray

Maintenance

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

- wall and floor surfaces in the glass wash room/food store
- splits or holes in flooring in kitchen
- tap to sink unit in the main bar
- split seals to fridge in kitchen

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved::

- insufficient or poorly sited wash hand basins
- the washbasin in the kitchen was obstructed by a fridge unit

3. Confidence in Management

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. Some staff not suitably supervised instructed and/or trained in food hygiene. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention The food safety management system you have in place is not suitable given the food risks associated with your business. Your system does not cover the use of the 'BBQ'

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.

Food Hazard Identification and Control

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

- staff training is inadequate
- cleaning and sanitation are poor

Contravention The control methods you have put in place at the following critical control points are not sufficient to control:

- bacteria growing on food by being left out of temperature control for prolonged periods, not achieving a high enough temperature during cooking
- cross-contamination, dirty food storage containers

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

- Cleaning Schedule
- Staff training records

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack::

- Daily Diary
- 4-weekly checks
- training records
- suppliers records
- personal hygiene, hand washing
- food allergies
- chilling / chilled storage / display of chilled food
- cleaning / clear and clean as you go

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- did not know the critical temperature for cooking foods
- were using food that was passed its USE BY date
- were using poor food storage practices
- were not cleaning properly
- did not understand the opening and closing checks

Allergens

Contravention You are failing to manage allergens properly:

- You have not identified the allergens present in the food you currently prepare