



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Bill's Restaurant
Address of food business:	6 Back Of The Inns Norwich NR2 1PT
Date of inspection:	10/08/2021
Risk rating reference:	21/00186/FOOD
Premises reference:	13/00346/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Cleaning Schedule, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant- part of national chain, serving local community

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



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** 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:

- worn chopping boards need replacing

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

#### Hand-washing

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

- equipment was seen draining in the dedicated wash hand basin in downstairs bar
- no means for hygienically drying hands was available at the dedicated wash

hand basin in the downstairs bar.

## **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:

- floor/wall junctions
- around equipment feet
- behind and under equipment
- hand contact surfaces such as light switches and door handles

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

- unsealed wooden structures
- door

### Maintenance

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

- floor surfaces
- splits or holes in flooring
- damaged metal floor in walk-in fridge
- damaged handle to the main walk-in fridge

### Pest Control

**Contravention** Pest proofing is inadequate particularly in the following areas:

- the external door was open to first floor. If this is a regular practice the doorway must be pest proofed, for example a metal chain or plastic stripping or mesh door screen fitted to prevent access by pests

## **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor

contraventions which require your attention. 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)**

### Proving Your Arrangements are Working Well

**Contravention** You are not working to the following written systems in your food safety management system:

- maintenance
- pest control
- hand washing management

### Traceability

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

### Allergens

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

**Observation** You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

## **HEALTH AND SAFETY**

**Contravention** The following hazards present a risk to the safety of employees and others who may enter the premises:

- The damaged metal floor in the walk-in fridge has created a trip hazard

**Legal Requirement** Employers must ensure that floors do not have any hole or slope or be uneven or slippery, so as, in each case, to expose any person to a risk to their health or safety.

**Recommendation** The damaged floor surface should be conspicuously marked or protected until it can be repaired.

**Contravention** The following equipment had not been maintained:

- A screwdriver was being used as a makeshift handle to gain access to the walk-in fridge.

**Legal Requirement** Employers must ensure that work equipment is maintained in an efficient state, efficient working order and in good repair.

**Information** I note that these matters had been reported to the maintenance department. An officer may carry out a visit to the premises to check that these matters have been addressed.

