



**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:	17/11/2021
Risk rating reference:	21/00361/FOOD
Premises reference:	10/00045/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB
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 1 - major improvement is necessary



### 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:

- damaged/ dirty/perished seals to service chiller unit above open foods
- worn/chipped chopping boards
- internal cladding was shedding particles in walk in fridge. There were uncovered foods in large containers stored underneath the damaged cladding.

#### Hand-washing

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

- no plug to dedicated wash hand basin in main kitchen

## **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. 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:

- floor/wall junctions
- around equipment feet
- behind and under equipment
- extraction canopy
- high level cleaning
- hand contact surfaces such as light switches, door handles and electrical sockets
- cobwebs with dead insects were noted near food containers in main kitchen

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

- walls
- floors
- rawlplugs and drill holes in wall
- door
- internal cladding surfaces to walk in fridge

### **Cleaning of Equipment and Food Contact Surfaces**

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

- fridge and freezer seals
- fridge shelving
- the rings to the gas hob had a very large build up of carbonised grease/fat and food debris.

### **Maintenance**

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

- wall surfaces
- floor surfaces
- splits or holes in flooring
- damaged cladding
- broken, chipped ungrouted or missing tiles

- loose coving at wall/floor junction
- damaged door handle of internal side face of door from kitchen into bar area
- insectocutor was not working in main kitchen
- the dedicated wash hand basin had come away slightly from the wall in main kitchen. This also created a dirt trap.
- dirty pieces of cardboard had been used to prop-up a workstation in main kitchen.

### Facilities and Structural provision

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

- no filters installed to the extraction system. There was a build up of grease to walls underneath the canopy and inside the extraction system
- insufficient number of sinks. There was no dedicated wash hand basin at the main bar.

**Legal Requirement** An adequate number of washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water.

**Legal Requirement** All areas where food is stored or handled must have lighting of sufficient intensity to allow safe food preparation and thorough cleaning.

**Information** I was informed by your staff that you have a full in-depth refurbishment of the entire kitchen with new equipment being purchased and food storage facilities programmed in shortly. The vast majority of the structural and maintenance contraventions noted during my inspection will be addressed when the refurbishment has been completed

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

There is major non-compliance with legal requirements. Your food safety management system was not written down. 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

**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** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Information** The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

**Observation/information**

I note that you did have a printed copy of Safer Food Better Business (SFBB). However, none of the safe methods or any food safety control measures for staff to follow had been completed. Only the section on personal hygiene had been started. Therefore, given your SFBB pack was not completed and with no other supporting written food safety procedures based on HACCP principles you are not fully compliant. No available SFBB pack was raised at the last inspection.

**Information** I acknowledge that you have recently employed a new head chef who is in the process of completing the Safer Food Better Business Pack (SFBB)

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:

- cleaning and sanitation are poor
- maintenance is poor

**Contravention** Ensure your food safety management system covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

**Contravention** No written system for your vacuum packing machine. You need to produce a written system for the vacuum packing of foods (ready to eat and raw foods) to supplement your Safer Food Better Business Pack. This needs to be based on HACCP principles.

The system should include information such as:

- how to dismantle the machine properly and safely ready for cleaning
- a procedure on how to properly disinfect/and or sanitise the machine between uses using at least a two stage cleaning regime.
- you need to detail which cleaning chemical you wish staff to use i.e. D10 stipulating a contact time etc.
- a date coding system e.g. shelf life/ 'use by' date to show you have a proper stock control system
- a record of when staff have received the training.

**Information** Under no circumstances should it be considered safe to use the same complex equipment, such as vacuum packing machines, slicers, mincers, etc, for both raw and ready-to-eat foods. Where, for example vacuum packing of ready-to-eat foods

is carried out, the vacuum packing machine for this purpose should be located in a designated clean area where there is no risk from cross-contamination via splashes, hands, clothing, packaging or other equipment and should never be used for packing raw foods.

### Allergens

**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