



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	The Olive Garden
Address of food business:	1 Waterloo Road Norwich NR3 1EH
Date of inspection:	03/05/2022
Risk rating reference:	22/00304/FOOD
Premises reference:	21/00299/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Storeroom, Servery, Main Kitchen
Records examined:	Training Certificates/records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Café/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	<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 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 ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- raw eggs were being stored above ready-to-eat foods i.e cheese
- wooden cutlery was being stored with prongs and blades up, store with blades, prongs facing down so as not to contaminate with hands

**Contravention** You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods.:

- chopping boards
- tongs
- food storage containers
- you do not have a dishwasher and you are not using an adequate heat disinfection step after washing up equipment and utensils

**Guidance** If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 82°C for 15 seconds) between uses.

**Guidance** If adequate heat disinfection (such as a dishwasher or plunge sink) is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) and must be stored and washed separately.

**Information** The FSA has issued guidance on controlling *E.coli* 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soil contaminated vegetables.

Visit: [www.food.gov.uk](http://www.food.gov.uk) for more information

**Legal requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

**Recommendation** Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

### Hand-washing

**Observation** Hand washing was managed well and wash-hand basins stocked with hand cleaning materials.

### 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:

- protective clothing was insufficient to cover everyday clothes
- hair not covered or kept back appropriately

**Legal requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

### Temperature Control

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

- food is not heated to a high enough temperature of 75°C for 30 seconds (or equivalent)
- cooking temperatures were not being checked

### Poor Practices

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

- open foods i.e open Hollandaise sauce was being stored longer than the 2 days recommended by the manufacturers

**Recommendation** You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday.

## **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. 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:

- floor/wall junctions
- flooring in storeroom
- behind and under equipment
- wall where food is prepared
- high level cleaning
- dirt seen to wooden structure
- electric sockets
- air vent to wall

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

- damaged/ uncovered flooring
- holes in wall
- untreated mdf or wooden structure and shelving edges
- untreated mdf to ceiling
- exposed area of bare brickwork

### Cleaning of Equipment and Food Contact Surfaces

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

- fridge and freezer seals
- interior bottom to fridge
- build up of ice to fridge storing pizzas
- microwave
- food storage containers
- chopping boards
- tray containing cutlery
- interior top to chest freezer
- hand contact surfaces (such as fridge handles, cooker knobs, light switches and sink taps)
- remove protective film from the fridge to aid easy cleaning

### Cleaning Chemicals / Materials / Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria such as E. coli 0157 between surfaces:

- contact time for the sanitiser not known

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

### Maintenance

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

- split seals to fridge
- wall behind washing up sink
- mastick missing to washing up sink

- extractor fan

### Facilities and Structural provision

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

- the ventilation was inadequate

**Legal Requirement** All food preparation and storage areas must have adequate ventilation either by natural or mechanical means. This is to reduce high humidity, room temperature, cooking odours and airborne particles.

### Pest Control

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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

**Observation** Your SFBB/food safety management system was in place and the safe methods had been filled in appropriately

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers

### Food Hazard Identification and Control

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

- bacteria growing on food
- bacteria surviving in cooked food
- cross-contamination

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

- the premises structure is unsuitable
- services and facilities are inadequate

### 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:

- cleaning schedule

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

- personal hygiene / handwashing
- cleaning / clear and clean as you go

**Contravention** The following are examples of where the documented Safe Methods in your SFBB pack said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do:

- states in pack that chef whites, hats are worn when preparing food
- states in pack that the cleaning schedule has been filled in

### Traceability

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

### Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

### Training

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

- standard of cleaning was poor
- not wearing suitable protective clothing
- unaware of contact time to sanitiser
- using poor food storage practices

### Infection Control / Sickness / Exclusion Policy

**Guidance** Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

### Allergens

**Contravention** you are offering or selling prepacked for direct sale (PPDS) food which does not have the allergen labelling

- pots of houmous

**Legal requirement** The allergen labelling requirements for prepacked for direct sale (PPDS) food have changed. Any business that produces PPDS food is required to label the food and the ingredients list with the 14 allergens required to be declared by law emphasised within it

**Recommendation** for information or advice about prepacked food for direct sale (PPDS) contact Norfolk Trading Standards on 0344 800 8020 or email : [trading.standards@norfolk.gov.uk](mailto:trading.standards@norfolk.gov.uk)

**Information** Prepacked for direct sale (PPDS) food, is food that is packaged at the same place it is offered or sold to consumers, and is in this packaging before it is ordered or selected by your customers. The new PPDS allergen labelling will help protect consumers by providing potentially life-saving allergen information on the packaging

**Information** Prepacked for direct sale (PPDS) food can include the following:

- sandwiches and bakery products which are packed on site before a consumer selects or orders them
- fast food packed before it is ordered, where the food cannot be altered without opening the packaging
- products which are prepackaged on site ready for sale, such as pizzas, rotisserie chicken, salad and pasta pots
- burgers and sausages prepackaged by a butcher on the premises ready for sale to consumers
- food provided in schools, care homes or hospitals and other similar sittings will also require labelling

**Information** food which is not prepacked for direct sale (PPDS) is any food that is not in packaging or is packaged after being ordered by the consumer. These are types of non-prepacked food and do not require a label with name, ingredients and allergens emphasised. Allergen information must still be provided but this can be done through other means, including orally