



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:	31/05/2022
Risk rating reference:	22/00375/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 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	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

Your Food Hygiene Rating is 3 - a generally satisfactory 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:

- loosely wrapped cheese in redundant broken fridge

Temperature Control

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

- high risk food i.e. loosely wrapped cheeses were being stored above 8° C in a broken glass display fridge. I was informed this was human error as these items were placed in this broken fridge incorrectly a few minutes earlier

Unfit food

Contravention The following foods were past their USE BY date:

- several portions of dressed Cromer crab were found past their indicated 'Use By' date. I was informed that these had only been delivered fresh earlier that day. It would appear the date labelling was incorrectly dated by your supplier. If this is the case this indicates that staff may not have been properly checking 'Use by dates' of a particularly high risk food when delivered. This is also a breakdown of your food safety procedures within your HACCP (Safer Food Better Business pack)

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:

- around equipment feet
- behind and under equipment
- floor/wall junctions
- high level cleaning

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

- ceiling
- rawl plugs and drill holes in wall
- walls

Maintenance

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

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

Observation At the time of my inspection you were undergoing a major refurbishment to parts of your kitchen. However, these works had ceased due to you awaiting further approval. Once approved you intend to finish the alterations you have had to put on hold i.e plaster work and making good new block-work and installing a new walk-in refrigerator. The large majority of the maintenance issues I noted in this report were a result of unfinished building works to further improve your kitchen and food storage facilities.

Facilities and Structural provision

Observation I was pleased to note you have started a major refurbishment of the kitchen. I noted new ovens, hobs, hot water boiler and a new stainless steel extraction system. These new pieces of equipment were a great improvement on what was found at the last inspection.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- the external door
- small gaps noted to exterior block work where old walk in fridge was previously located.
- no proper vent to gap to external wall. As an interim pest proofing measure a redundant chopping board was being used as a makeshift vent/cover to prevent pest access.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

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:

- maintenance issues due to unfinished refurbishment works being put on hold

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

- you have no written procedure or written evidence staff had received training for using the vacuum packer.

Proving Your Arrangements are Working Well

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

- chilling / chilled storage
- maintenance / pest control
- training records / supplier lists

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Proving Your Arrangements are Working Well

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

- staff training records

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.