



Public Protection (food & safety)
Food Premises Inspection Report

Name of business:	Olive Garden Norwich
Address of food business:	1 Waterloo Road Norwich NR3 1EH
Date of inspection:	01/08/2022
Risk rating reference:	22/00416/FOOD
Premises reference:	22/00155/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Cleaning Schedule, SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe 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 4 - a good standard



1. Food Hygiene and Safety

You have a good track record. There are some minor contraventions which require your attention. Your staff are suitably supervised and trained. Your records are appropriate and generally maintained. **(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:

- flies were seen circulating in the main kitchen. This may have been due to the front door being open to the premises with no means to prevent access by pests fitted i.e plastic strips

Hand-washing

Observation I was pleased to see handwashing was well managed.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

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;

- several packets of ready to eat salads were found past their 'Use by' date. This also indicates a failure to check for out of date food as part of your food safety management system (SFBB) opening and closing checks.

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

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
- windowsill in wc.

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

- mdf or chipboard shelves
- unsealed wooden structures
- concrete blocks supporting large washing up sink.

Maintenance

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

- broken, chipped ungrouted or missing tiles
- damaged cladding
- floor surfaces
- wall surfaces
- exposed/damaged plasterwork in cellar used as food storage room.
- the cellar was being used as a storage area for wrapped, ambient food and/or drink. I acknowledge that there is no handling of open foods in the cellar, but given its poor condition it is not suitable for this purpose. You need to consider moving these items to an area/room more suitable i.e walls, floor, surfaces are sound, non-absorbent and easily cleanable. I also found accessing the cellar

difficult. I have mentioned this under slips, trips and falls further in this report

Pest Control

Contravention There is evidence of pest activity on the premises:

- flying insects

Contravention Pest proofing is inadequate particularly in the following areas:

- the front door into was open at the time of my inspection with no means to prevent access by pests

3. Confidence in Management

There are some minor contraventions which require your attention. Your staff are suitably supervised and trained. **(Score 5)**

Proving Your Arrangements are Working Well

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

- training records / supplier lists. Your main chef was not listed within your staff training records

Training

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

- did not understand the opening and closing checks. The closing check for the day of my inspection had already been signed off as completed. Closing checks should be done and 'signed off' at the end of trading for that day.

Allergens

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

Welfare Provision and Facilities

Provision of toilets in cafes and restaurants **Information.**

It was noted at the time of my inspection there were several large tables for seating both inside and outside the premises. I noted only 1 w.c. with a hand basin on the premises for staff and customers to use.

Under the Local Government (Miscellaneous Provisions) Act 1976 adopted by the council, premises being newly established as cafes and restaurants where meals are taken, and in other places of public entertainments, toilet and washing facilities are to be required on the following scale:

1. One toilet and one wash-hand basin with hot and cold water where the seating capacity is 16 persons or less. If you have more than 16 persons/covers you will need to consider installing an additional w.c with a wash hand basin. Please refer to BS 6465-4: Sanitary Installations Part 4: Code of Practice for the Provision of Public Toilets for further information.

HEALTH, SAFETY AND WELFARE

(risk assessment / slips, trips and falls / stairs

Slips, Trips and Falls

The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall (**Contravention**):

- The door to the cellar was not adequately locked or secure to prevent access to downstairs cellar via steep steps. An officer from our health and safety team may return to check the safety of assessing the cellar.
- **Recommendation** I advise you to undertake a health and safety risk assessment to identify what hazards exist in your workplace i.e accessing the cellar food/storage area.