



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	On The Bone @ Yalm
Address of food business:	23 - 24 Royal Arcade Norwich NR2 1NQ
Date of inspection:	24/11/2022
Risk rating reference:	22/00601/FOOD
Premises reference:	22/00251/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Temperature Control Records, Cleaning Schedule, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant serving a variety of meat dishes

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 5 - a very 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 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:

- The tip of the probe thermometer was not sufficiently clean

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

Hand-washing

Observation I was pleased to see hand-washing was well managed.

Personal Hygiene

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

Temperature Control

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

- foods were not being stored at the temperature directed by the manufacturer i.e. some bottled sauces required refrigeration after opening.

Less than thoroughly cooked burgers

Guidance You may be considering serving less than thoroughly cooked (LTTC) burgers. This is not a practice we encourage since it carries a greater risk of harmful bacteria not all being killed during lower-temperature cooking (if, for instance, a burger meat patty were to become contaminated with harmful bacteria or if bacteria were allowed to grow on it).

information Since you will be cooking to a lower temperature, nearly all of the process steps needed to produce a burger (from farm to fork) become critical steps, which under HACCP principles requires setting critical limits, monitoring to ensure readings are within safe parameters, verification to ensure the effectiveness of monitoring procedures and review of the HACCP system. In the event of an outbreak, the failure of others to make these critical checks could result in your business suffering reputational damage yet fall outside your direct ability to control.

information Cooking a burger thoroughly (to 75 degrees for 30 seconds) ensures its safety regardless of how that burger might have been abused before you receive it.

Information Please make yourself aware of the dangers posed by *E.coli 0157* particularly to the young and the elderly. A condition called HUS can be fatal or result in kidney failure requiring lifelong dialysis.

Information The Food Standards Agency has produced guidance on LTTC burgers which you can link to here:

<https://www.food.gov.uk/sites/default/files/media/document/lttcupdatedguidance.pdf>

Note, this guidance is being updated soon.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste

disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- there was dust on the surfaces of the counter top chiller.
- shelving was dusty in places.

Recommendation With building work having only recently been completed, there will be a lot of dust in the air which will require surfaces to be cleaned more frequently than might otherwise be the case.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- thermometer

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was generally kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

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

- replace the push button to the inside of the wall in chiller (Yalm management responsibility)
- re-fix and clean the trim around the door frame of the walk in chiller

3. Confidence in Management

A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

Your Food Safety Management System

Observation Your food safety management system was in place and working well. I was confident you had effective control over hazards to food.

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 as well as the temperature of cooked food and could demonstrate effective systems for controlling bacterial growth and survival.

Traceability

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

Training

Observation I was pleased to see that food handlers had been trained to an appropriate level

Recommendation Keep evidence of your food hygiene training available on the unit and/or display copies of the certificates where your customers can see them.

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 clearly shown the presence of allergens in your food on your menu.