



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Benoli Restaurant
Address of food business:	5 Orford Street Norwich NR1 3LE
Date of inspection:	25/11/2022
Risk rating reference:	22/00611/FOOD
Premises reference:	19/00180/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Basement, Dry Store, Prep Room, Main Kitchen
Records examined:	Cleaning Schedule, FSMS, Supplier Audits, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant serving Italian meals

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 Hygiene Rating Re-Scoring Visit

Date: 23 February 2023

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Inspectors notes:

Food Hygiene and Safety- new score 5.

Matters from the inspection had been attended to. Hot water was found available to the wash hand basins. Food was date coded well. Equipment seals had been replaced. However: no means of drying was available to 2 wash hand basins. A cross contamination risk was identified as the meringue drier was located on the raw meat table and next to the raw meat vac packer. (You agreed to relocate this.) Also ideally relocate the ice machine in the cellar away from the blown wall plaster area.

Structure and Cleaning-new score 5.

Literally all matters from the inspection had been attended to. Cleaning was good; redecoration had taken place, and equipment repairs had been undertaken. However the blown cellar wall should be investigated.

Confidence in Management and Control Systems- new score 5.

You are now controlling risks better and following your own Food Safety Management System. However your document should be amended to include sous vide cooking risks and monitoring. In addition also to include the extended 30 day vac packing applied to products in oil. Risks still exist, and therefore given the shelf life a lower temperature for storage must be applied as in the FSA guidance, or a shorter shelf life applied.

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 2 - improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards 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. There are significant lapses in safe food handling practices and procedures. You are failing to apply some of the controls needed to prevent cross-contamination. 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)**

Hand-washing

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

- There was no hot water supply to the wash hand basin located in the food preparation room.

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

Information Handwashing is required:

- * before handling ready-to-eat food
- * after touching raw food and its packaging, including unwashed fruit and vegetables
- * after a break/smoking
- * after going to the toilet
- * after cleaning
- * after removing waste
- * after blowing your nose

Guidance Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Handwashing should include the following steps:

- * wet hands before applying soap
- * good hand rubbing technique
- * rinsing of hands

* hygienic drying

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:

- There was no hot water supply to the wash hand basin in the food prep room (**see hand-washing section above**), and the wash hand basin in the kitchen was not suitably installed and located at an appropriate height.

Legal Requirement 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. Soap and hand drying facilities must be located nearby.

Recommendation It is recommended that the wash hand basin in the kitchen be lowered to a height which would allow for proper use as per manufacturer's instruction.

Observation The wall mounted knee push wash hand basin in the kitchen was not properly secured to the wall which resulted in the wash hand basin coming off the wall while attempting to carry out the task of handwashing. It was also noted that the location of the installed wash hand basin was too high as food handlers were observed using the side of their body/hips to push against the knee operated lever of the wash hand basin.

Temperature Control

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

- The door seal to the pasta/pastry fridge was damaged. Temperature reading of food taken inside the fridge was high and read at 9.9 °C.

Legal Requirement Renew the door seal to the pasta/pastry fridge

Information All food products should be stored in accordance with the manufacturer instructions.

Poor Practices

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

- Food beyond use by date.

Observation Vacuumed packed meat are given a date when they should be used by. Upon closer inspection, it was observed that vacuumed packed meat found in the fridge were past their use by date (dated 22/11)

Recommendation Foods vacuumed on your premises should be given a maximum shelf-life of 10 days from the day the product is first vacuumed packed.

Legal Requirement Foods sold beyond it's use by date may be of poor quality or unfit. You must check your stock daily and dispose of any out of date food.

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. Improvements are needed in hand and/or equipment washing facilities. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. 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:

- The wash hand basin and surrounding wall in the basement.
- Door seals to all fridges and freezers in the kitchen.
- Areas under and behind equipment.
- Window and frame directly behind food table in prep room
- Fridge doors
- Tiling near cooking range in kitchen

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

- The door seal to the pasta/pastry fridge was in poor condition and cannot be effectively cleaned.
- One of the stainless steel fridges located in the kitchen was covered in frayed duct-tape and cannot be effectively cleaned.
- Window frame in prep room, potentially shedding particles on to a prep table

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Maintenance

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

- Light fittings in the walk-in-fridge and walk-in-freezer were not working.
- Large hole at high level area above storage racking in the basement.
- Large holes noted in the basement's electrical cupboard.
- Damage door seal to pasta/pastry fridge.
- Kitchen fridge which was held together with duct-tape.
- Damaged low level wall tile in kitchen area.
- Parts of wall covering in basement flaking off.
- Some ceiling lights in the food preparation room which were not working
- Blown plaster cellar and high level in kitchen

This is not an exhaustive list and all structure and equipment is to be kept clean and maintained in good condition.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- Large holes in the wall of the basement which is also partly a food storage area.

Legal Requirement Procedures must be in place to minimise pest entry to places where food is prepared, handled or stored.

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)**

Proving Your Arrangements are Working Well

Contravention The following are needed in order to demonstrate your food safety management system is working:

- Management
- Cleaning
- Maintenance
- Cross contamination

Information Your Food Safety Policy Manual should be used as intended so as to guarantee you are fully complying with your legal obligation as a Food Business Operator.

Training

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Allergens

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

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.

Matters of evident concern

Contravention

The commercial mixing equipment located in the food preparation room was missing a guard. The lack of a guard is likely to cause serious risk of personal injury to staff or food handlers who use the equipment.

Matters of evident concern
Information

At the end of the inspection, you agreed to take the commercial mixing machine out of use while awaiting a visit by an authorised officer to serve the relevant notice.