



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Hollywood Bowl
Address of food business:	Unit 1C Wherry Road Norwich NR1 1WZ
Date of inspection:	20/07/2023
Risk rating reference:	23/00566/FOOD
Premises reference:	20779/0001/2/000
Type of premises:	Bowling
Areas inspected:	All
Records examined:	Cleaning Schedule, FSMS, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Bowling alley with amusements and slot machines with cafe and in house food concessions

**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	<b>5</b>	10	15	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	<b>5</b>	10	15	20	30
<b>Your Total score</b>	0 - 15	<b>20</b>	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	<b>10</b>	10	15	20	-
<b>Your Rating is</b>	5	<b>4</b>	3	2	1	0

Your Food Hygiene Rating is 4 - a 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 food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- remove plastic covering on side of tall upright freezer when you first enter the kitchen.

#### Hand-washing

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

- equipment was seen draining in the wash hand basin to bar area
- no means for hygienically drying hands was available

**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.

**Legal Requirement** An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

### Personal Hygiene

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

### Temperature Control

**Observation** I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

## **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
- ceiling
- floor wall junctions
- hand contact surfaces such as light switches and door handles
- high level cleaning
- wash hand basin

### Cleaning of Equipment and Food Contact Surfaces

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

- fridge and freezer seals

### Maintenance

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

- floor surfaces damaged
- wall surfaces damaged

**Observation** Remove redundant equipment i.e broken ice machine to facilitate easier cleaning at to check for signs of pests..

### Facilities and Structural provision

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

- insufficient storage space
- the ventilation appeared inadequate in main kitchen as the ceiling was discoloured likely due to grease build up from deep fat frying

**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.

### **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. Your records are appropriate and generally maintained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

### 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:

- cleaning needs improvement in parts of man bar and kitchen. I was pleased to note that you are producing an improved cleaning rota and intend to increase cleaning frequency.

### Traceability

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

### Training

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

- were not washing their hands often enough
- a food handler was seen handling frozen raw for burgers and wiping their hands onto their trousers and not washing their hands contrary to your food safety management system

**Legal Requirement** Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

### Allergens

**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.