



**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                  |   |
|----------------------------------|---|
| Name of business:                | Five Guys   |
| Address of food business:        | 17 - 27 Orford Place Norwich NR1 3QA  |
| Date of inspection:              | 04/08/2023  |
| Risk rating reference:           | 23/00612/FOOD   |
| Premises reference:              | 16/00254/FD_HS  |
| Type of premises:                | Restaurant or cafe  |
| Areas inspected:                 | Prep Room, Storeroom, Main Kitchen  |
| Records examined:                | Pest Control Report, Training Certificates/records, FSMS, Temperature Control Records |
| Details of samples procured:     | None  |
| Summary of action taken:         | Informal  |
| General description of business: | Fast food restaurant  |

**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   |
| <b>Your Total score</b>                    | <b>0 - 15</b> | 20 | 25 - 30 | 35 - 40 | 45 - 50 | > 50 |
| <b>Your Worst score</b>                    | <b>5</b>      | 10 | 10      | 15      | 20      | -    |
| <b>Your Rating is</b>                      | <b>5</b>      | 4  | 3       | 2       | 1       | 0    |

Your Food Hygiene Rating is 5 - a very good standard



### 1. Food Hygiene and Safety

Food Hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

#### Contamination risks

**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 handwashing was well managed.

#### Personal Hygiene

**Guidance** Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

\* After using the toilet;

- \* After handling rubbish;
- \* After smoking;
- \* After taking a break;
- \* After handling raw food

### Temperature Control

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

- Bacon rashers had been cooked and were left out at room temperature for over 2 hours.

**Information** Following a review of your HACCP, I was able to determine that as part of your procedure, bacon is cooked everyday in the morning and is stored covered at ambient temperature. The water activity  $AW < 0.8$  has been confirmed by laboratory analysis which does not support the growth of pathogenic bacteria. Any cooked bacon is thrown away at the end of the day's trade.

## **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:

- Electric fly killer and tray.

**Observation** The kitchen had been well maintained and the standard of cleaning was good.

### Cleaning of Equipment and Food Contact Surfaces

**Observation** You had dedicated equipment for the preparation of raw and for ready-to-eat foods.

## Cleaning Chemicals / Materials / Equipment and Methods

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

## Maintenance

**Observation** You are maintaining the premises in good condition.

## Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

## Pest Control

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises.

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

## **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)**

### Type of Food Safety Management System Required

**Observation** Your SFBB/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/hot-held 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.

#### Infection Control / Sickness / Exclusion Policy

**Guidance** UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

#### Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

#### Training

**Observation** I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

#### 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.