



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:	19/01/2024
Risk rating reference:	24/00038/FOOD
Premises reference:	22/00155/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	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 3 - a generally satisfactory standard



1. Food Hygiene and Safety

Your records are appropriate and generally maintained but some deficiencies were identified. **(Score 10)**

Hand-washing

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

- the wash hand basin was obstructed
- there was food debris in the wash hand basin

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

Temperature Control

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

- the display chiller was not keeping foods at below 8°C. You need to adjust the unit or investigate to ensure high risk chilled foods are kept below 8°C (ideally between 1-5 °C)

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:

- behind and under equipment
- floor/wall junctions

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

- raw plugs and drill holes in wall
- walls
- newly installed plasterboard in main kitchen

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:

- tiles are broken, holed, chipped ungrouted or missing
- wall cladding damaged
- floor surfaces damaged
- large numbers of gaps to white-roc walling in main kitchen.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- no plug to wash hand basin in main sink. The hot water supply on its own is too hot for proper hand washing. Staff need to be able to mix the hot supply with cold water supply to enable comfortable hand washing.

Legal Requirement An adequate number of wash-hand basins 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.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

Type of Food Safety Management System Required

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- identify hazards to food.
- identify the critical limits (what is acceptable and unacceptable).
- monitor critical control points to ensure critical limits are met.
- keep appropriate records to demonstrate control measures are effective.

Proving Your Arrangements are Working Well

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

- 4-weekly checks
- daily diary
- although you had three copies of Safer food Better Business (SFBB) on site none were suitably completed in sufficient detail to comply with the above HACCP legislation.

Traceability

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

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 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.