



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Tatlers Restaurant
Address of food business:	21 Tombland Norwich NR3 1RF
<b>Date of Re-rating inspection:</b>	<b>03/04/2024</b>
Risk rating reference:	24/00107/FOOD
Premises reference:	23/00332/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Temperature Control Records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant 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.

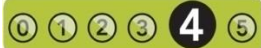
<b>Compliance Area</b>	<b>You Score</b>					
Food Hygiene and Safety	0	5	<b>10</b>	15	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30
<b>Your Total score</b>	0 - 15	20	<b>25 - 30</b>	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10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

### **Food Hygiene Rating Re-Scoring Visit**

Date: 3<sup>rd</sup> April 2024

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 4 – a good standard



#### Observation-

- Cleanliness improved to light-well and main kitchen.
- Architrave painted in main kitchen.
- Foods now all properly covered and in sealed containers.
- Safer Food Better business pack (SFBB). Now have the full pack.

#### Matters still outstanding-

- Damaged/splits to fridge/freezer seals (on order to be replaced)
- Damage to ceiling in walk in fridge (programmed to be repaired)

- Pest proofing still required to rear door in main kitchen as daylight could be seen.
- Cleanliness to internal and external surfaces to walk-in fridge in basement
- Condition/cleanliness to basement including beer cellar space.

Your Food Hygiene Rating is 3 - a generally satisfactory standard



## **1. Food Hygiene and Safety**

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.  
**(Score 10)**

### 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:

- partly uncovered food stored underneath damaged section of ceiling to walk-in fridge
- cobwebs and dirt to surfaces/fixtures on the overhead light-well in main kitchen. Cleanliness of this light well is important as it is above food preparation surfaces and open foods

**Legal Requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

### Hand-washing

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

### 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:

- behind and under equipment
- ceiling
- floor/wall junctions
- high level joints to white-roc wall covering in walk-in fridge as mould could be seen

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

- chipped dented wooden architrave

### Cleaning of Equipment and Food Contact Surfaces

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

- fridge and freezer seals
- fridge shelving
- fridge and freezer handles

### Maintenance

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

- paint work worn or peeling
- freezer lids
- blown plaster/damaged ceiling to walk-in fridge in the cellar. Pieces/sections of damaged plaster/debris was seen hanging directly above semi open food sited on uncovered plates creating a contamination risk. I was pleased to note that staff moved the food as soon as this was brought to their attention
- exposed base to upright fridge/freezer in main kitchen. This was dirty with rust to metal parts. I was informed that this unit is shortly to be replaced

**Observation** I acknowledge that parts of the building are very old and difficult to maintain given its age and materials used.

### Facilities and Structural provision

**Information** I was pleased to note that you have programmed works to be under-taken shortly in the main kitchen and walk-in fridge. You are also purchasing new equipment, carrying out minor electrical works and re-decoration. Therefore, many of the issues raised in this report will be attended to. Once completed you can request for a re-rating visit which should improve your food hygiene rating.

### Pest Control

**Contravention** Pest proofing is inadequate particularly in the following areas:

- daylight could be seen to doorframe to large wood exterior rear door from kitchen to side alley/bin storage facility

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

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Some minor issues were identified relating to staff supervision and training. You are progressing towards a written food safety management system. 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**

**Contravention** You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.:

- although you had been completing daily diary pages, recorded staff training records as well as attaching meat purchase receipts to aid traceability, you did not have all parts of a fully operational Safer Food Better Business catering pack (SFBB). It would appear that you have only been using an SFBB refill pack only. This is not sufficient on its own to comply with legal requirements as stated below

**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

**Information** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Information** If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb) However, do make sure staff have access to it at all times when working.

**Information** The absence of more complete documentation has resulted in a poorer score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

**Information** As you are a new business you are permitted the flexibility of extra time to get your food safety management system up to the minimum legal requirements. You must act on this now as your food hygiene rating score may be reduced to a maximum of 1 if the food safety management system does not fully meet the legal standard by the time of the next statutory inspection.

## Traceability

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

## **HEALTH, SAFETY AND WELFARE**

### Uncontrolled Hazards

The following hazards had not been controlled and were of immediate concern.

#### **(Contravention):**

- an extension lead was sited on main floor in kitchen due to lack of working power sockets. This was creating a trip hazard.