



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Bowling House
Address of food business:	5 - 7 Dereham Road Norwich NR2 4HX
Date of inspection:	21/03/2024
Risk rating reference:	24/00163/FOOD
Premises reference:	18/00183/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB, Temperature Control Records, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Bowling alley with food.

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 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)**

Hand-washing

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

- the wash hand basin to wash up area was obstructed by numerous cleaning chemical bottles

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

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 in wash up area
- ceiling
- high level cleaning
- mastic joints behind sinks

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

- floors

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:

- silicon sealant damaged
- no lighting to redundant walk-in chiller used as a storage room.
- rust to feet of fixed and moveable equipment in main kitchen.
- damaged seals to numerous fridge's

Information I was shown a battery operated light fixture for the redundant this room but it had been installed.

Information I was informed that new seals for fridge's were on order, but had not yet been fitted. Damaged fridge seals to fridge's was also raised at the last inspection.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- the lighting was insufficient for safe food preparation and cleaning

Pest Control

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

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

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. Your staff are suitably supervised and trained. **(Score 5)**

Waste Food and other Refuse

Contravention The following evidence suggested you were failing to dispose of fats, oils and grease appropriately:
the arrangements for storing waste oil are inadequate

Legal Requirement The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

Training

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

- were not wearing hats contrary to your written instructions within your Safer Food Better Business pack