

Public Protection (food & safety)**Food Premises Inspection Report**

Name of business:	Melville & Sons
Address of food business:	1 Upper King Street Norwich NR3 1RB
Date of inspection:	04/06/2025
Risk rating reference:	25/00490/FOOD
Premises reference:	25/00109/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Bar/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
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)**

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:

- ice and sliced fruit was stored within splash range of the wash hand basin in the bar
- the seal on the ice machine was damaged causing contamination to the ice cubes inside

Contravention You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging:

- raw meat chopping board touching ready-to-eat chopping board

Recommendation Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration.

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.

Recommendation Complex equipment (e.g. vacuum packers, slicers, mincers) should be labelled or colour coded so all staff are aware of its designated use for either raw or ready-to-eat foods.

Observation I was pleased to see you were generally able to demonstrate effective controls to prevent cross-contamination.

Hand washing

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

- no means for hygienically drying hands was available in the staff toilet
- there was no hot water to the wash hand basin upstairs (the electric water heater was not switched on at the time of the inspection due to the socket being used for the dehydrator)

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.

Recommendation The wash hand basin upstairs is difficult to reach as it is partly obstructed by a freestanding work top. I recommend this work top is moved away from the wash hand basin.

Personal Hygiene

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

Temperature Control

Information Frozen foods were being defrosted at room temperature. There is a risk that bacteria will begin to grow in the food once it has defrosted. I recommend that frozen foods are placed in a fridge to defrost. You must ensure that any run-off liquid does not present a risk. I recommend that you defrost the food in a container.

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
- floor wall junctions
- floors (especially behind the bar/kitchen)
- hand contact surfaces such as fridge handles
- walls particularly behind food preparation surfaces

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

- concrete pillar in the bar/kitchen area

Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- chopping boards
- fridge and freezer seals
- hand contact surfaces
- ice machine

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

Observation You had colour-coded equipment on which to prepare food.

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- you are not cleaning often enough

Maintenance

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

- floor surfaces damaged in the room behind the bar
- woodwork damaged around the dumbwaiter lift
- paint work worn or peeling
- split fridge seals

Facilities and Structural provision

Observation I was pleased to see that adequate facilities had been provided.

Pest Control

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of 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 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. **(Score 5)**

Type of Food Safety Management System Required

Contravention The Safer Food Better Business food safety management system you use does not cover some of the higher risk catering you are doing (i.e vacuum packing). You need to supplement the pack with additional HACCP based safe methods to cover all the types of catering you are carrying out.

Recommendation MyHACCP is a free web tool that will guide you through the process of developing a food safety management system based on Hazard Analysis and Critical Control Point (HACCP) www.myhaccp.food.gov.uk

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

Proving Your Arrangements are Working Well

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

- cleaning schedule

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.

Recommendation Keep records of staff training with your SFBB pack.

Allergens

Contravention You are failing to manage allergens properly:

- you are not informing customers about the risk of cross contamination with allergens
- potential allergens in cocktails had not been identified

Information Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- be sure you know exactly what your allergens are
- convey this information to your customers accurately and consistently

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

Health and Safety

Matters of Evident Concern (MOEC)

There was some ice build up on the floor in the walk in fridge. This is a slipping hazard and needs to be removed.