



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Tasty Restaurant
Address of food business:	23 Prince Of Wales Road Norwich NR1 1BG
Date of inspection:	04/08/2023
Risk rating reference:	23/00590/FOOD
Premises reference:	19/00368/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Cleaning Schedule, SFBB, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant with takeaway

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 1 - major improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. You are failing to apply some of the controls needed to prevent cross-contamination. There are significant lapses in safe food handling practices and procedures. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Hand-washing

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

- no soap was available in the kitchen (on 26th July)
- staff were not seen washing their hands when I visited 26th July and 3rd August)
- wash hand basins and taps were dirty (in kitchen, behind bar, and toilets)
- flaking paint surface to wash hand basin in kitchen.

Guidance Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Handwashing should include the following steps:

- * wet hands before applying soap
- * good hand rubbing technique
- * rinsing of hands
- * hygienic drying

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- staff were not using the wash-hand basin regularly
- staff were not wearing suitable protective clothing
- staff were wearing dirty clothing

Legal Requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

Observation. When I visited on the 26th July staff continued to work in the kitchen without wearing protective clothing. However, at the time of inspection staff donned their chefs jackets and hats when I entered the kitchen. You must ensure your staff put on their chefs jackets and hats prior to starting work in the kitchen, every day.

Temperature Control

Observation: The walk in freezer was badly iced. Icicles were forming on the ceiling. All food containers in this freezer were covered in ice crystals. Defrost and clean the freezer.

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

- Tin foil is used extensively in the premises to line shelves in the kitchen, to cover pipe-work in the kitchen, to protect equipment (hot cupboard) in the kitchen, to cover the racking systems in the chiller and freezer. Foil tears easily and could lead to physical contamination of open foods. Some of the foil in the freezer and chiller was torn and hanging loose. Provide durable easy to clean surfaces to the shelving and racking systems.
- cleavers stored in gap between 2 adjoining work surfaces
- scoop handles in contact with the food in storage containers
- broken lids to storage containers (bins for flour, rice, sugar etc)

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of structure

Contravention The following items were dirty and must be cleaned:

- floor in doorway to kitchen
- flooring under and behind equipment throughout the premises
- wheels to equipment
- walls behind and under equipment in kitchen and storerooms
- high level (cobwebs)
- extraction system including filters and canopy
- wash hand basins and taps throughout
- toilets
- hand contact surfaces i.e light switches, handles to fridges, freezers, doors, electric sockets

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

- uncovered mdf or wooden shelving

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- can opener
- fridge and freezer seals
- fridge shelving

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:

- cardboard cannot be cleaned. Do not use it to line shelves
- the cleaning equipment was dirty
- the same cleaning equipment was being used to clean the kitchen and the wc
- you are not cleaning often enough

Maintenance

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

- windows broken (preparation area)
- floor surfaces damaged in front of walk in freezer and chiller
- damaged flooring in basement storerooms and corridor
- freezer lids, handles missing
- broken seal to the walk in freezer
- flooring in the walk in chiller
- broken lids to food storage containers downstairs

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- broken window in prep area
- no electric fly killer

Observation: Fly screens had been provided at the open window and to the air-brick in the preparation area following the visit on 26th July.

Contravention Your staff are unaware how to protect your premises from the threat of pests. Ensure that your staff are adequately trained.:

Guidance Refer to the guidance on pests in your Safer Food Better Business pack.

Guidance Keep the outside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation. Many flies were seen around the bins. periodically clean the bins and keep the lids closed at all times.

3. Confidence in Management

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. Some staff not suitably supervised instructed and/or trained in food hygiene. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Statutory notices have been served following previous inspections. Historically, conditions improve for a short while after an inspection before reverting back. If conditions do not improve and are not maintained formal action is likely. A revisit is planned.

Type of Food Safety management System Required

You are using Safer Food Better Business as your food safety management system. It is clear that you and your staff do not understand how the safer food better business pack works. It is understood that there is currently no manager employed at the premises.

- staff were not routinely wearing protective clothing
- the cleaning schedule was not being followed

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and this means that your food safety management (Safer Food Better Business) system will be ineffective:

- cleaning and sanitation are poor
- maintenance is poor
- pest control is inadequate
- staff hygiene is inadequate
- staff training is inadequate

Proving Your Arrangements are Working Well

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

- cleaning / clear and clean as you go
- cleaning schedule
- maintenance / pest control
- personal hygiene / handwashing
- training records / supplier lists

Observation Only one staff training record was found. Current staff claimed they did not know the person on the record.

Contravention The following are needed in order to demonstrate your food safety management system is working:

- maintenance recording,
- staff training records
- temperature records

Traceability

Recommendation Labelling all perishable food with a USE BY date will help you rotate your stock and demonstrates you have effective controls in place.

Observation: You are currently applying the date of preparation to the container. Different foods will have a different shelf life. There were multiple labels on some containers

Information Remove all old labels from containers before reusing them.

Training

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

- did not understand the opening and closing checks
- were not cleaning properly
- were not washing their hands often enough
- were not putting on protective over-clothing unless prompted
- were using poor food storage practices