



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Middletons Steak House And Grill
Address of food business:	11 - 15 Timberhill Norwich NR1 3JZ
Date of inspection:	21/02/2025
Risk rating reference:	25/00166/FOOD
Premises reference:	12/00317/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Servery, Cellar, Main Kitchen, Yard, Storeroom, Back of House
Records examined:	Temperature Control Records, Training Certificates/records, FSMS, SFBB, Pest Control Report, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	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
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Your Food Hygiene Rating is 5 - a very 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 scoop stored within the ice

Hand-washing

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

- the wash hand basin was obstructed

Personal Hygiene

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

Temperature Control

Recommendation Put a fridge thermometer in each of your fridges or chillers. These will give you an independent reading of the air temperature inside the unit.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- horseradish sauce past its use by date (18/2/25)

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- horseradish sauce past its use by date (18/2/25)

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- open tub of mayonnaise, cranberry and tartare sauce not labelled
- drinks in the cellar stored on the floor
- ice scoop stored within the ice
- frozen cooked chicken wings and ribs were being defrosted on the top of the chest freezer
- freezer temperatures on certain days of the week were recorded below -18c and -21, no corrective action was recorded to show that the units were holding adequate temperature.

Recommendation ensure corrective action is taking place if any of your fridges or freezers are not reading the correct temperature mentioned in your records, ensure extra control measures are in place especially when PM checks are being recorded.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- general cleanliness needed around the outside bin area

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

- flooring around the chest freezers at the back of the kitchen

Maintenance

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

- outside drain blocked
- holes in the wall cladding
- fridge door seals split
- significant amount of kitchen floor tiles damaged and cracked
- flooring at the back of the kitchen by the chest freezers and walk in fridge in poor condition
- fridge shelves in poor condition

Recommendation ensure findings from today's inspection has been repaired or replaced.

Pest Control

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. **(Score 5)**

Food Hazard Identification and Control

Contravention The following Safer Food Better Business SAFE METHODS are incomplete:

- probe calibration checks were missed on certain weeks

Proving Your Arrangements are Working Well

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

- supplier lists
- probe calibration records

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

- probe calibration records
- suppliers lists

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

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.

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 clearly shown the presence of allergens in your food on your menu.

HEALTH, SAFETY AND WELFARE

Welfare Provision and Facilities

Gas cylinders at the back of the kitchen and inside the cellar had not been chained up.