



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Bond
Address of food business:	27 - 28 Tombland Norwich NR3 1RE
Date of inspection:	06/03/2025
Risk rating reference:	25/00220/FOOD
Premises reference:	15/00379/FD_HS
Type of premises:	Night Club
Areas inspected:	Other, Main Kitchen
Records examined:	SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Champagne and cocktail bar

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 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 ready-to-eat food and or its packaging to the risk of contamination with foreign objects:

- damaged equipment is in use that could shed broken particles (cutting boards)
- miscellaneous clutter due to poor housekeeping.

Contravention You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods (RTE):

- chopping boards
- cloths
- storage containers
- the dishwasher is not reaching a high enough temperature (at least 82°C for 15 seconds).

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:

- equipment stored on open shelves under worktop where raw food is handled
- raw meat chopping board stored next to ready-to-eat chopping boards
- shared containers (containers used for both raw and RTE food) are not adequately disinfected (through the application of sufficient heat or sanitising chemicals) to ensure harmful bacteria are killed.

Contravention You were storing bottles and scoops within the ice well behind the bar where they could contaminate the ice stored there.

Guidance The handles of scoops and spoons are potentially contaminated with bacteria and viruses from hands and must always be kept out of food. Bottles must never be stored within ice compartments as the bottom and sides of the bottle will be dirty.

Practices

Observation Generally, I was pleased you were exhibiting good food hygiene practices including suitable temperature monitoring and recording, adequate separation between raw and ready to eat operations, that food was covered and that you had good labelling and stock rotation procedures.

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, fitting and fixtures

Observation Cleaning was lackluster and housekeeping could be improved. The kitchen would benefit from a deep clean and loose items tidied away or removed from the food room to make cleaning and disinfection of surfaces easier.

Observation You were storing containers of waste oil on the floor of the kitchen on pieces of oil-soaked cardboard (and therefore dirty). The location of the waste oil containers hampered access to the electric fly killer and window making cleaning of these areas much harder. There was also the smell of oil in the air making for an unpleasant working environment for the chef.

Recommendation Preferably store containers of waste oil outside in a bunded enclosure which can be cleaned when required. Arrange for waste oil to be collected more frequently

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

- electric fly killer and tray
- window and window surrounds
- floor wall junctions
- high level cleaning
- wash hand basin

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- can opener
- chopping boards
- some utensils
- freezer seals
- interior of the microwave

Contravention The following items in contact with food could not be effectively cleaned and/or disinfected and was discarded in my presence:

- laminated wooden chopping board/ platter

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:

- the dishwasher is not achieving 82°C for 15 seconds
- disinfection of reusable cloths is not adequate (use bleach or a hot wash cycle)

Observation tea towels covered in mildew and blue mould had been left in a plastic tub in the kitchen waiting to be washed. These were disposed of in my presence.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Your Food Safety Management System

Observation Your Safer Food Better Business pack was rather dishevelled. Although you were keeping the daily diary up-to-date there were many sections missing and so you could not demonstrate you were fully complying with the law.

Recommendation Contact us for details of our Safer Food Better Business workshops on 01603 989600 or visit our webpage www.norwich.gov.uk/foodsafetytraining

Food Hazard Identification and Control

Contravention The following SAFE METHODS in your Safer Food Better Business pack were either missing or incomplete:

- Chilling
- Cleaning
- Cooking
- Cross-contamination

Proving Your Arrangements are Working Well

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

- 4-weekly checks
- cleaning schedule
- cloths / cross contamination
- food allergies

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

- cleaning schedule had not been filled in
- staff training records were missing
- four-weekly reviews had not been completed

Observation I was pleased to see you were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation - although you need to move any food equipment from the open shelf under the raw meat preparation surface.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Training

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Allergens

Contravention The scrappy condition of your allergen matrix led me to believe you had failed to effectively manage the risks associated with allergens in the food you prepare. Further information is available in your Safer Food Better Business pack and on the Food Standard Agency's website www.food.gov.uk. Make sure you follow this.

Contravention You are failing to manage allergens properly:

- you are not informing customers about the risk of cross-contamination with

allergens.

Legal requirement 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 allergens are present in the food you prepare
- convey this information to your customers accurately and consistently
- be vigilant about changes to your menu and ingredients that go into the food you prepare. It is vital you keep the allergen information you hold up-to-date.

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

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided up-front, clear sign-posting to where this information could be obtained must be provided.