



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Bill's Restaurant
Address of food business:	6 Back Of The Inns Norwich NR2 1PT
Date of inspection:	02/05/2025
Risk rating reference:	25/00367/FOOD
Premises reference:	13/00346/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Yard, Dry Store, Back of House, Main Kitchen
Records examined:	Training Certificates/records, FSMS, Pest Control Report, Cleaning Schedule, Temperature Control Records
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

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 had been left on top of the ice machine when not in use
- can opener blade dirty
- lid missing off the ice cream in the freezer
- chopping boards scored, worn and damaged and need replacing
- spoon had been left overnight in the tub of buratta
- unwashed fruit and vegetables stored above bottles of juices in the fridge

Hand washing

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

- straw was left inside the kitchen wash basin sink

Personal Hygiene

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

Temperature Control

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.

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:

- opened tub of buttermilk in the walk in fridge not labelled
- unwashed fruit and vegetables stored above bottles of juices in the fridge
- ice scoop had been left on top of the ice machine when not in use
- spoon had been left overnight in the tub of buratta
- lid missing off the ice cream in the freezer

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:

- around equipment feet
- behind and under equipment
- bin handles
- bottom of the soap dispensers
- walk in fridge condenser brackets

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

- ice machine door seal ripped
- walk in fridge step damaged
- fridge and freezer door seals

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- can opener
- fridge and freezer door seals

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:

- scourer pads in poor condition and need replacing
- grill brush in poor condition and bristles had started to come away from the brush - needs replacing

Maintenance

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

- fridge and freezer door seals split
- walk in fridge step
- ice machine door seal

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- bottom of the air vent inside the cellar not covered - ensure pipe is covered to prevent access for pests

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 comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Infection Control / Sickness / Exclusion Policy

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

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.

Allergens

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

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.