

**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                  |   |
|----------------------------------|---|
| Name of business:                | Eagle Tavern                            |
| Address of food business:        | Eagle Tavern 33 Newmarket Road, NR2 2HN |
| Date of inspection:              | 28/04/2026                              |
| Risk rating reference:           | 26/00346/FOOD                           |
| Premises reference:              | 14/00104/FD_HS                          |
| Type of premises:                | Public House with catering              |
| Areas inspected:                 | Cellar, Servery, Main Kitchen           |
| Records examined:                | SFBB, Pest Control Report               |
| Details of samples procured:     | None                                    |
| Summary of action taken:         | Informal                                |
| General description of business: | Public House with catering              |

**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   |
| <b>Your Total score</b>                    | 0 - 15    | 20 | 25 - 30 | 35 - 40 | 45 - 50 | > 50 |
| <b>Your Worst score</b>                    | 5         | 10 | 10      | 15      | 20      | -    |
| <b>Your Rating is</b>                      | 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.  
**(10)**

#### 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.:

- scourers were being stored badly worn
- cutting boards were badly worn and need replacing

**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.

## Handwashing

**Contravention** The following indicated that handwashing was not suitably managed:

- no pressure to hot tap to the wash hand basin making hand washing difficult

**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.

**Information** Handwashing is required:

- before handling ready-to-eat food
- after touching raw food and its packaging, including unwashed fruit and vegetables
- after a break/smoking
- after going to the toilet
- after cleaning
- after removing waste
- after blowing your nose

**Information** Proper hand-washing is essential in preventing the spread of E. coli 0157 and other harmful bacteria onto food and food contact surfaces. Proper hand washing must 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

**Legal Requirement** Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water. Soap and hand drying facilities must be located nearby.

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

**Information** Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- after using the toilet.
- after handling rubbish.
- after smoking.
- after taking a break.
- after handling raw food

**Information** There is a method for effective hand washing in your Safer Food Better Business pack

**Information** Taps can recontaminate hands after washing. First dry your hands with a clean paper towel and then use the towel to turn the tap off

### 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:

- no date of when opened on opened Branston pickle in fridge
- prepared foods were being stored longer than the recommended 3 days

**Recommendation** You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday, it should be used by the end of Wednesday. (An exception is cooked rice which should not be kept longer than 24 hours)

## **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. **(10)**

### Cleaning of Structure

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

- flooring to room where fridges and freezers are housed
- flooring underneath equipment
- floor/wall junctions
- grout to floor tiles
- flooring behind the bar
- flooring to cellar
- walls to cellar
- bottom to walls
- pipework
- light switch

- underneath shelving

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

- untreated mdf or wooden structure

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- can opener
- hinge to fridge door
- legs to equipment
- wheels to equipment
- hand whisk
- containers storing utensils
- runners to hot cupboard
- seals to fridges/freezers
- seals to ice machine
- handle to chest freezer
- interior ceilings to microwaves
- build-up of ice to upright freezer
- bins
- drip trays behind bar
- interior bottom to fridge behind bar
- side to fridge door behind bar
- ice machine
- table to ice machine

### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that your cleaning materials, and equipment were able to minimise the spread of harmful bacteria between surfaces.

**Information** Cardboard cannot be properly cleaned. Do not use it to cover the floor/ shelves of work surfaces in food rooms

### Maintenance

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

- leak to pipework to washing up sink
- split seals to fridge/freezers
- peeling paint to walls
- towel dispenser
- lid to chest freezer
- handle to chest freezer
- utensils were damaged
- wall tiles

## Facilities and Structural provision

**Contravention** The following facilities were inadequate and must be improved:

- no water pressure to wash hand basin

## 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**

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. **(10)**

## Type of Food Safety Management System Required

**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.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

## Food Hazard Identification and Control

**Contravention** The following pre-requisites have not been met and prove your food safety management system is ineffective:

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

**Contravention** You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria surviving in cooked food
- methods of control at critical points

## Safer Food Better Business/Food Safety Management System that works

**Contravention** The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up to date:

- training records add all staff to the training lists
- supplier lists
- 4-weekly checks, try not to forget to do these as regular reviews are essential in proving your Food Safety Management System is working as it should

## Proving Your Arrangements are Working Well

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

- cleaning schedule as more attention is needed to cleaning. On the day of my visit the weekly cleaning schedule could not be found

## 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

**Contravention** The following evidence indicated there was a staff training need:

- standard of cleaning was poor
- not wearing protective over-clothing
- food storage time

**Recommendation** A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

**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](http://www.norwich.gov.uk)

## Allergens

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

## **HEALTH & SAFETY**

### Matters of evident concern

**Contravention** The following matters were of immediate concern:

- gas cylinders were not secured to the wall