Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Coachmakers Arms
Address of food business:	9 St Stephens Road, Norwich, NR1 3SP
Date of inspection:	30/09/2026
Risk rating reference:	26/00759/FOOD
Premises reference:	15820/0009/0/000
Type of premises:	Public House/Bar
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Wet pub

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 2 - improvement is necessary



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. **(5)**

Observation At the time of my inspection, you were operating as a wet-led public house. The kitchen was not in use and no food preparation, cooking, or service activities were being undertaken. Food business related activities were limited to the sale of drinks.

Information Although this premises does not prepare food, references to "food" throughout this report should be interpreted as including drinks and beverages. The food hygiene requirements described therefore apply to the business's drinks operations.

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:

- scoop left in the ice bucket behind the bar
- mould found in the ice machine
- miscellaneous clutter due to poor housekeeping

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.

Observation I was pleased to see you were generally able to demonstrate effective controls to prevent contamination.

Hand washing

Observation I was pleased to see hand washing appeared well managed.

Personal Hygiene

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

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- cut limes and lemons were reportedly stored at ambient temperature for up to two days

Legal Requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

Recommendation Ensure cut lemons and limes are kept under suitable temperature control where necessary. Larger quantities should be stored under refrigeration, with only small quantities held at the bar for immediate use.

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. Improvements are needed in hand and/or equipment washing facilities. 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. **(15)**

Cleaning of Structure

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

- sink/wash hand basin behind the bar
- mastic joints behind sink
- high level cleaning

- hand contact surfaces such as light switches and door handles
- floor wall junctions
- ceiling and walls in the cellar (mould)
- inside and under shelving/cupboards
- floors in the storage area and bar
- fans and casing of the cellar cooling unit

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

- chipped dented wooden architrave
- worn and dented shelving

Information Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Recommendation Improve your housekeeping

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- coffee machine
- ice machine
- hand contact surfaces
- inside of the chest freezer

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:

- you are not cleaning often enough
- touch points were dirty (light switches, door handles etc.)

Maintenance

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

- paintwork worn or peeling
- wall surfaces damaged
- woodwork damaged
- floor surfaces damaged
- ceiling damaged in the storage area

Pest Control

Contravention There is evidence of pest activity on the premises:

- flying insects were observed throughout the premises
- bar flies indicating poor cleaning

Recommendation Install the Electric Fly Killer in a suitable position away from natural light sources and food and food preparation surfaces and keep it clean.

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises.

Observation Flying insects were observed throughout the premises. A Rentokil pest control contract was in place for rodents, but no current service reports were available for inspection.

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

Contravention You are a low risk business and do not have an up to date food safety management system. You still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and hand-over diary etc:

- the SFBB pack had not been reviewed since the kitchen closed and the premises moved to operating as a wet-led public house
- dairy pages had not been completed since the kitchen closed

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- identify hazards to food
- identify the critical limits (what is acceptable and unacceptable)
- monitor critical control points to ensure critical limits are met
- keep appropriate records to demonstrate control measures are effective

Recommendation Choose Safer Food Better Business (retail pack) as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- pest control is inadequate

- cleaning and sanitation are poor

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Proving Your Arrangements are Working Well

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

- maintenance / pest control
- daily Diary
- cleaning schedule
- cleaning / clear and clean as you go
- 4-weekly checks

Recommendation Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

Traceability

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

Infection Control / Sickness / Exclusion Policy

Guidance UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

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 were only serving pre-packed snacks that were labelled with allergen information.