



Public Protection (food & safety)
Food Premises Inspection Report

Name of Business:	The Glass House
Address of food business:	9 - 13 Wensum Street, Norwich, NR3 1LA
Date of Inspection:	14 May 2014
Risk Rating Reference	14/00358/FOOD
Inspection Reference	EH14/17439
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Type of Premises:	Pub/Club
Areas Inspected:	All
Records Examined:	Food Safety Management System
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed with within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

The Law

The report relates to the following 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.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice

(**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

Please Note

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

FOOD SAFETY

How we calculate your new Food Hygiene Rating:

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		20	30
Your Total Score	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 4 – a good standard



This space is reserved for your Right of Reply

- You have a 'right to reply' in respect of this food hygiene rating. This allows you to explain what improvements you have made or to offer an explanation for the standards we found at the time of this inspection.
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- Your new rating will be displayed here and on your website listing
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

General description of the business

Public House serving hot food all day to the local community and football fans

Food Hygiene

Summary:

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

1. 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
(Contravention):
 - Butter was being stored next to raw sausages in fridge 5, although the sausages were in a plastic container, this could cause cross contamination of the packaging of the butter.
2. I was pleased to see that :- **(Observation)**
 - All foods were date coded for stock rotation.
 - You use disposable cloths

Hand-washing

3. I was pleased to see that :- **(Observation)**
 - The wash hand basins were knee operated and were equipped with hot water, soap, and hygienic hand towels.
 - Staff were washing their hands regularly.

Personal Hygiene

4. The following items were examples of poor personal hygiene or where it was made difficult for food handlers to maintain high levels of personal cleanliness
(Contravention):
 - A food handler was seen wearing a wrist band. Staff should not wear jewellery that could present a risk of contamination.
5. I was pleased to see that :- **(Observation)**

- Staff were aware of the need to stay off work for at least 48 hours symptom free following any gastro-intestinal illness.
- Staff wore clean protective clothing and hats.

Temperature Control

6. I was pleased to see that :- **(Observation)**

- All fridges and freezers were running at correct temperatures.
- The walk-in fridge had a plan to show where different foods should be stored and was being followed.
- The dishwasher reached a temperature above 82°C.
- You calibrated your probe thermometer weekly.

Practices

7. I recommend that chopping boards are stored separately in a rack to prevent cross contamination and allow aeration. **(Recommendation)**

Structure and Cleaning

Summary:

The structure, facilities, 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

8. The following items were dirty and require more frequent and thorough cleaning **(Contravention):**

- Under the condenser to the walk-in fridge.
- Underneath the towel dispenser next to the washing-up area.
- Under the loose metal strip to the floor in the outside store room, accumulated debris including cigarette butts.
- Cobwebs were seen to the walls in the outside store room.
- Mastic around the ceiling/wall tiles junction needs cleaning or replacing.
- Behind freezer numbered 1.
- Grid behind microwave 5.
- Lower part of walls on entering the kitchen.
- Tiles to the lower part of walls on entering the kitchen.
- Door leading from glass wash area.
- Bottle skip in glass wash area especially the lid.
- Behind sink, pipes were dirty in the glass wash area.
- Limescale to nozzle on the 'Lincat' water boiler.

Cellar

- Ceiling around condenser.
- Ice scoop holder.

9. I was pleased to see that your sanitiser conformed to British Standards. **(Observation)**

Maintenance

10. The following items/areas had not been maintained in good repair and condition **(Contravention):**

- Floor in front of fridge 5 in the kitchen.
- Tiles cracked above dishwasher.
- Tiles behind the wash-up area were pitted.
- Tiles behind fridge 5 in kitchen were cracked.
- Tiles cracked behind bottle skip.
- Floor covering behind bar has come away from the wall.
- Secure loose metal strip to the floor in the outside store room.

Confidence in ManagementSummary:

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)**

Allergies

11. In 2014 new Food Information rules will require food businesses to provide allergy information on unpackaged food sold from all catering outlets including takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There will also be changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Food Standards Agency website.

<http://allergytraining.food.gov.uk/english/in-the-restaurant/>

It's best to be prepared. If you can, make these changes now. **(Information)**

HEALTH, SAFETY AND WELFAREUncontrolled Hazards

12. This was not an inspection for Health and Safety. However it was noted that the floor in front of fridge 5 in the kitchen was split, which could be a trip hazard for staff. **(Contravention):**

