



**Public Protection (food & safety)**  
**Food Premises Inspection Report**

Name of Business:	The Steam Packet
Address of food business:	39 Crown Road, Norwich, NR1 3DT
Date of Inspection:	26 September 2014
Risk Rating Reference	14/00600/FOOD
Inspection Reference	EH14/33709

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Type of Premises:	Pub
Areas Inspected:	All
Records Examined:	SFBB
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 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
<b>Your Total Score</b>	<b>0 – 15</b>	20	25 – 30	35 – 40	45 – 50	> 50
<b>Your Worst Score</b>	5	<b>10</b>	10	15	20	-
<b>Your Rating is</b>	5	<b>4</b>	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](http://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](http://www.norwich.gov.uk/foodhygieneratings)

### General description of the business

Public house doing occasional buffets for parties.

### **Food Hygiene**

#### Summary:

Food hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

#### Hand-washing

1. I was pleased to see that you had hot water and soap to the wash hand basin behind the bar. **(Observation)**
2. I recommend that hygienic hand drying facilities, ie disposable paper towels, are used to dry hands at the wash hand basin as the cloth towel provided was dirty and unhygienic. **(Recommendation)**

#### Temperature Control

3. I was pleased to see that the temperature of the cellar was correct. **(Observation)**

### **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

4. The following items were dirty and require more frequent and thorough cleaning **(Contravention)**:
  - The ice machine requires more frequent cleaning. You informed me this was done once a month.
  - The waste bin in the kitchen had food debris on it.
  - Inside bottom of upright stainless steel fridge.
5. I was pleased to see that you clean the beer lines regularly on a weekly basis, and the real ales every time the barrels are changed. **(Observation)**

#### Maintenance

6. The following items/areas had not been maintained in good repair and condition **(Contravention)**:
- The walls and ceiling in the cellar were very brittle and bare brickwork was exposed. This was mentioned in the last report.
7. I recommend that the walls and ceiling are treated with anti-fungal paint to inhibit the growth of mould on their surfaces. **(Recommendation)**

### **Confidence in Management**

#### **Summary:**

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. **(Score 0)**

#### **Documented Food Safety Management System**

8. I was pleased to see that you were using Safer Food, Better Business as your food safety management system. **(Observation)**
9. I recommend that you document the temperatures of the fridges and freezers when you are preparing food for the buffets. **(Recommendation)**
10. [www.cieh-coursefinder.com](http://www.cieh-coursefinder.com) provides a list of accredited trainers **(Information)**

#### **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)**