

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	The Plasterers Arms
Address of food business:	43 Cowgate, Norwich, NR3 1SZ
Date of Re-rating inspection:	18 th November 2015
Risk Rating Reference	15/00240/FOOD
Inspection Reference	EH15/13036
Type of Premises:	Pub/Club
Areas Inspected:	All
Records Examined:	SFBB, temperature records.
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
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 1 – major improvement is necessary



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 had purchased a new probe thermometer to monitor fridge temperatures (but it was not being used due to dead battery)
- You were monitoring your fridge temperature and recording readings.
- Replaced lino flooring behind bar and cellar hatch
- Fitted new plinth to bar counter
- Replaced rotten/water damaged wood supporting glass washer
- Improved cleaning to cellar and drinks store in cellar.
- Wood blocks removed under drinks washer
- Majority of Safer Food Better Business catering pack downloaded and some sections completed. However you need to complete all sections in pack. If some sections or safe methods are not relevant you need to write not relevant (N/A) and not leave them blank.
- You had not downloaded daily diary pages from the Food Standards Agency website and were just recording fridge temperatures. This is not adequate. As discussed you could use a 2015 diary and write opening and closing checks completed and you have followed your written systems. I recognised that you do not cook, prepare or hot hold foods and only sell ready made chilled foods.
- You must ensure staff are properly trained and aware of your specified maximum fridge temperature. A staff member was not aware it was 5 degree's Celsius.
- Lades WC ventilation improved

Your Food Hygiene Rating is 4 – a good standard



www.norwich.gov.uk/foodhygieneratings

General description of the business

Pub with no food preparation. Limited chilled food and pre-packaged snacks sold to local community.

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)**

Temperature Control

1. The following matters exposed food to the risk of bacterial growth or survival.
(Contravention):
 - You were not monitoring temperature of fridge behind bar that stores sausage rolls and pork pies.
2. I recommend that you purchase an independent thermometer and place it in the fridge so you can monitor the temperature of foods. These should be stored at or below 8°C, ideally between 1° - 5°C. **(Information / 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

3. The following items were dirty and require more frequent and thorough cleaning
(Contravention):
 - Flooring around counter door into main bar.
 - Flooring around cellar hatch entrance particularly bad with ingrained dirt.
 - Stairs to cellar.
 - High level cleaning in cellar as cobwebs could be seen.

4. The following items could not be effectively cleaned and must be covered or made non-absorbent **(Contravention)**:
- Wood blocks supporting glass washer in main bar. You need to seal/treat the wood to leave a smooth surface that is easy to keep clean.
 - Wood shelving behind bar requires re-varnishing.
5. I recommend that you clear the cellar of any redundant equipment/items to make cleaning easier and to check for signs of pests. **(Information / Recommendation)**

Maintenance

6. The following items/areas had not been maintained in good repair and condition **(Contravention)**:
- Damaged plaster to walls in cellar - mould growth could be seen in one corner.
 - Flaking paint to walls in cellar.
 - Blown plaster around meters in cellar.
 - Damaged lino flooring behind bar.

Facilities and Structural Provision

7. The following facilities were inadequate or absent and must be provided or improved. **(Contravention)**:
- Daylight could be seen to exterior cellar hatch. You need to pest proof this area.
 - No ventilation to ladies W.C.
8. I was pleased to see that you were redecorating the public toilets at the time of my inspection. **(Observation)**

Confidence in Management

Summary:

There is major non-compliance with legal requirements. Your food safety management system was not written down. The contraventions require your urgent attention. . **(Score 20)**

Documented Food Safety Management System

9. You had not written down the procedures you have in place to ensure your food is safe. Put in place a documented system (such as HACCP or SFBB) that identifies the hazards to food at every stage and the methods you use to control them at points which are critical to food safety. **(Contravention)**
10. I would strongly recommend you choose 'Safer Food Better Business' Retail_pack as your food safety management system. You can order a copy from the Food

Standards Agency (FSA) Tel 0845 606 0667 or download a copy from their website
(Recommendation)

11. Your business is low risk and so your written procedures need not be elaborate. However, there must be some documentation and would suggest; rules of hygiene (including how and when staff wash their hands and your exclusion policy); cleaning schedule; date coding; pest reports, chilling ready to eat high risk foods i.e. sausage rolls/pork pies **(Contravention)**

Proving Your Arrangements are Working Well

12. The following matters are needed in order to demonstrate your food safety management system is working as it should. **(Contravention):**
- Items raised in this report were also raised in previous inspector's report.

Allergies

13. New legislation requires 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 Trading Standards website:
www.norfolk.gov.uk/abc
(Information)

HEALTH, SAFETY AND WELFARE

Uncontrolled Hazards

14. The following hazards had not been controlled and were of immediate concern. **(Contravention):**
- Cellar access is from behind the bar. When the hatch is open it forms a barrier to stop other staff falling into the cellar. The bar staff were unsure how you control the use of the cellar. Please ensure you have a safe method for staff to access the cellar when open.