

## Public Protection (food & safety)

### Food Premises Inspection Report

Name of Business:	The Cottage
Address of food business:	Cottage Tavern, 9 Silver Road, Norwich, NR3 4TB
Date of Inspection:	20 August 2015
Risk Rating Reference	15/00490/FOOD
Inspection Reference	EH15/26252
Type of Premises:	Pub/Club
Areas Inspected:	Main kitchen
Records Examined:	None available
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

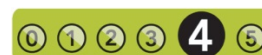
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

## 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>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)

<u>General description of the business</u>
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Public House serving locally brewed and guest beers, cold meat and cheese platters.
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## **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):**
  - Food was served directly on wooden platters and there were some rough areas on these boards.
2. I was pleased to see that only ready to eat food was handled in the kitchen.  
**(Observation)**
3. I recommend that ceramic plates are used to serve food on as they can be more easily cleaned/disinfected. **(Recommendation)**

### **Hand-washing**

4. I was pleased to see that hand wash facilities were good. **(Observation):**

### **Personal Hygiene**

5. I was pleased to see that aprons and plastic gloves were available to wear when preparing food. **(Observation)**

### **Temperature Control**

6. The following matters exposed food to the risk of bacterial growth or survival.  
**(Contravention):**
  - Sauces and pickles at the top of the fridge were held at 10°C, though food lower down in the unit was held at 9°C. Chilled food should be stored below 8°C, ideally between 0 and 5°C.
7. I was pleased to see that the refrigerator was turned down at the time of the inspection. **(Observation)**
8. I recommend that you use your probe thermometer to monitor the temperature of food in the refrigerator. **(Recommendation)**

### **Structure and Cleaning**

### Summary:

The structure, facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. You have effective pest control. Procedures are in place to rectify any problems as they arise. There is good provision for waste disposal.

**(Score 0)**

### Cleaning

9. I was pleased to see that the kitchen was clean. **(Observation)**

### Maintenance

10. I was pleased to see that the kitchen was reasonably well maintained. **(Observation)**

### Facilities and Structural Provision

11. The following facilities could be improved **(Information)**

- The units in kitchen area are of a domestic type, but are adequate for the current use.

12. I recommend that if the range of food provided expands to include hot food, kitchen facilities must be improved, as the kitchen is small and does not lend itself to more extensive use. **(Recommendation)**

### Confidence in Management

#### Summary:

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### Documented Food Safety Management System

13. Your document Food Safety Management System was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards. **(Contravention)**
14. I would strongly recommend you choose 'Safer Food Better Business' as your food safety management system. **(Recommendation)**
15. You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb)  
Contact us for details of our workshops on 01603 212747 **(Information)**

### Allergies

16. 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](http://www.norfolk.gov.uk/abc)

**(Information)**