

## Public Protection (food & safety)

### Food Premises Inspection Report

Name of Business:	Robin Hood Public House
Address of food business:	84 Mousehold Street, Norwich, NR3 1NX
Date of Inspection:	26 August 2015
Risk Rating Reference	15/00503/FOOD
Inspection Reference	EH15/27134
Type of Premises:	Pub/Club
Areas Inspected:	Store room and cellar
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

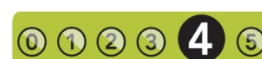
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

## 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>	0 – 15	<b>20</b>	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

A broad based local serving real ales, lagers, wines and spirits to the local community

### **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)**

#### Contamination Risks

1. I was pleased to see that disposable cloths are used. **(Observation)**

#### Hand-washing

2. I was pleased to see that the wash hand basin was fully equipped with hot water, soap and paper towels. **(Observation)**

#### Personal Hygiene

3. I was pleased to see that you were aware of the need to stay off work for at least 48 hours symptom free following any gastro-intestinal illness. **(Observation)**

#### Temperature Control

4. I was pleased to see that the cellar was running at the correct temperature. **(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

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

- Walls to the cellar
- Cobwebs were seen to the barrel drop in the cellar
- Sink in the cellar
- Cobwebs were seen to the ceiling in the men's toilet
- Cobwebs were seen to high areas in the ladies toilet

#### Maintenance

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

- Ceiling to the cellar near the door needs repairing
- Hot water tap to the wash hand basin in the men's toilet is loose, you need to secure the tap

#### Confidence in Management

##### Summary:

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. **(Score 10)**

#### Documented Food Safety Management System

7. 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)**
8. 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 **(Contravention)**

#### Allergies

9. 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 have also been 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)**