

Public Protection (food & safety) Food Premises Inspection Report

Name of Business:	Qube
Address of food business:	Ground Floor, 81 Prince of Wales Road, Norwich, NR1 1DG
Date of Inspection:	10 March 2016
Risk Rating Reference	16/00195/FOOD
Inspection Reference	EH16/9532
Type of Premises:	Pub/Club
Areas Inspected:	All
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

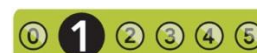
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

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
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 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

Read this report on our website www.norwich.gov.uk/foodhygieneratings

General description of the business

Bar/Club offering local consumers wet refreshments only.

Food Hygiene

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. There are significant lapses in safe food handling practices and procedures. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. (Score 15)

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):

- Glass washer did not heat up sufficiently to effectively clean used glasses.
- Glasses had been used as ash trays.

Hand-washing

2. The following evidence showed you were failing to manage hand-washing operations and that as a consequence food was exposed to the risk of contamination with harmful bacteria such as *E.coli* 0157 **(Contravention):**

- Wash hand basin behind the bar was inaccessible as it was full of dirty glasses
- No soap or disposable towels provided to wash hand basin behind the bar

Personal Hygiene

3. It is your responsibility to ensure that any person known or suspected to be suffering from, or to be a carrier of food-borne disease or infection, including vomiting, diarrhoea, skin infection, sores and open wounds is excluded from working in any food handling areas, until they have been free of symptoms for 48 hours, or medical clearance has been obtained. **(Information)**

Structure and Cleaning

The structure, facilities, cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Improvements are needed in hand and/or equipment washing facilities. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. (Score 15)

Cleaning

4. The following items were extremely dirty and require more frequent and thorough cleaning. **(Contravention)**:
- Glass washer
 - All surfaces behind bar sticky - work surface, shelves, fridges and floor
 - Toilets
 - Carpet to women's toilets
 - Ice machine interior mouldy
5. It was alleged that a cleaner had been in to clean the premises however the condition of the premises would contradict this. **(Observation)**
6. The following items could not be effectively cleaned and must be covered or made non-absorbent. **(Contravention)**:
- Carpet in women's toilets.

Maintenance

7. The following items/areas had not been maintained in good repair and condition. **(Contravention)**:
- Glass washer not heating up properly
 - Glass washer missing an arm
 - Glass washer drainage producing foul odour

Confidence in Management

There is major non-compliance with legal requirements. You have not implemented food safety controls. Your food safety management system was not written down. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. (Score 20)

Documented Food Safety Management System

8. You had not written down the procedures you have in place to ensure your food/drink is safe. **(Contravention)**
9. Your business is low risk and so your written procedures do not need to be elaborate. However, there must be some instructions for staff to follow, such as: **(Information)**
- rules of hygiene to include how and when staff wash their hands and your exclusion policy following gastro-intestinal illness
 - cleaning schedule to include all structural items, the toilets, ice machine interior and glass washer
 - stock control - rotation, date checks etc
 - maintenance of equipment
 - pest monitoring

Read this on our website www.norwich.gov.uk/foodhygieneratings

10. I recommend that you use the Safer Food Better Business retail pack available on the Food Standards Agency website www.fsa.gov.uk to record your written procedures. If you choose to do this you should complete the relevant parts of the pack, train your staff in those procedures and keep the documentation on site.
(Recommendation)

Health and Safety

Smoking

11. There was evidence of smoking in the premises. You should be aware that as the premises is deemed to be a workplace it should be smoke-free at all times, including after hours. **(Contravention)**
12. It is an offence for anyone to smoke in the premises and any person found smoking could be issued with a fixed penalty notice and the person in control of the premises could be prosecuted for failing to prevent smoking in a smoke-free place.
(Information)