

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Eagle Tavern
Address of food business:	Eagle Tavern 33 Newmarket Road NR2 2HN
Date of Inspection:	19/04/2017
Risk Rating Reference	17/00214/FOOD
Premises Reference	14/00104/FD_HS
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Type of Premises:	Public House with catering
Areas Inspected:	Main Kitchen, Storeroom, External store
Records Examined:	SFBB, Temperature control records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Pub with full catering serving the local community

Relevant 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

What you must do to comply with the law

The report may include **Contraventions** - matters which do not comply with the law . You must address all of the contraventions identified; failure to do so could result in legal action being taken against you.

As a guide, contraventions relating to cleaning, temperature control and poor practice, should be dealt with straight away.

Contraventions relating to structural repairs, your food safety management system and staff training, should be completed within the next 2 months.

Health and safety contraventions should be dealt with within 3 months unless otherwise stated.

To assist you the report may also include **Observations** of current practice, useful **Information, Recommendations** of good practice and reminders of **Legal Requirements** .

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

FOOD SAFETY

How we calculate your Food Hygiene Rating:

The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score you have been given. Details of how these scores combine to produce your overall food hygiene rating are shown in the table.

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 the results of your Re-rating Inspection:

Your Food Hygiene Rating is 5 – a very good standard



Food Hygiene and safety

I was pleased to see that you had addressed all the issues raised in the original inspection report. A dishwasher has been acquired and 2 additional KP's employed. Silicone mats are now being used to stabilise chopping boards.

Structure and cleaning

I was pleased to see that you had addressed all the issues raised in the original inspection report and purchased a pressure washer to clean the BBQ area.

Management

I was pleased to see that you had acquired a new SFBB pack which had been fully completed and implemented. You had researched the safe cooking of burgers, downloaded the guidance from the Food Standards Agency and put in place procedures to be followed by all staff to ensure the burgers are properly cooked. I was pleased to see that you had produced temperature monitoring sheets, a cleaning rota (initialled by the person carrying out the cleaning the item) and a detailed cleaning schedule.

The following recommendations are made:

- review your policy on the wearing of hats
- add the results of the calibration of the probe thermometer to the temperature monitoring sheets
- ensure that maintenance issues are recorded along with the action taken and review the progress with the works to ensure that they are dealt with swiftly.

1. Food Hygiene and Safety

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. You are failing to apply some of the controls needed to prevent cross-contamination. 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

Contravention You could not demonstrate effective heat disinfection of food equipment and utensils used for both raw and ready-to-eat (RTE) foods and did not have a dishwasher. Undertake the following work:

- until you replace the broken dishwasher you should use clearly identifiable containers for the storage of raw and ready to eat items, such as square containers for raw and round for ready to eat, or colour coded
- paper towel used as board stabiliser (use silicon mats)

Contravention You had not protected articles and/or equipment used for ready-to-eat (RTE) food) from the contamination risk posed by raw food or its packing. In particular undertake the following work:

- Provide separate identifiable containers for the storage of raw and ready to eat products

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- you are not recording the temperatures following the cooking of high risk foods (e.g. burgers) and the reheating of foods that have been batch cooked.

Contravention The following evidence indicated there was a risk of harmful bacteria remaining in cooked food because cooking time/temperatures were insufficient to kill them:

- It was noted that you make your own burgers but do not keep any records relating to the cooking of the burgers, with the risk of some being served undercooked.

Information As you buy in fresh minced steak to make your own burgers and you like to serve them pink, the mince you use must come from an establishment that produces mince specifically for use in undercooked burgers. The business must be approved by the Food Standards Agency for this specific product. Alternatively you must have systems in place to ensure that your burgers have been properly cooked. Every burger should be probed to ensure the core temperature has achieved at least 75°C. Daily records should be kept. At the moment you do not have a due diligence defence.

Unfit food

Contravention The following food was of a reduced quality and if sold/used may not be of the standard demanded by the consumer:

- a pack of blue berries were found to be mouldy

This pack was disposed of in my presence.

Poor Practices

Recommendation It is recommended that you extend your labelling system to fresh berries herbs and salad leaves as the information on the wrapping does not give a clear indication of freshness.

2. Structure and Cleaning

The structure facilities and standard of 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 of Structure

Contravention The following structural items were dirty and require more frequent and thorough cleaning:

- The pipework walls and floor under and behind the sink unit
- high level cleaning in the store room (dirty cobwebs)
- floor especially at corners in store room (leaves and other debris)
- hand contact surfaces such as plugs and sockets.
- painted woodwork (doors and windows)
- wall surfaces including any ledges adjacent to the grill and alongside food preparation benches
- ventilation ducts in the kitchen ceiling

Cleaning of Equipment and Food Contact Surfaces

Observation I was pleased to see that you had colour-coded equipment on which to prepare food.

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was generally kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

Contravention The following items had not been suitably maintained and must be repaired or replaced:

- tiles to skirting in kitchen were loose/ missing in wash-up area
- lid to chest freezer in the store room.
- chopping boards badly scored
- loose conduit adjacent to cooker

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- the electric fly killer was sited a distance away from the door and window so flying insects travel over food preparation areas before being attracted to it. It is recommended that you re-site the electric fly killer.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not adequate considering the risks associated with some of the foods you serve. You had not covered the serving of pink burgers and use of gloves in your food safety management system. You were failing to apply your written food safety management system. You have a varying track record. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Information You are using Safer Food Better Business as your food safety management system. However the folder included more than one Safer Food Better Business pack and the pages were all muddled, it was difficult to see what your systems are.

Contravention You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Implement a bespoke HACCP system covering higher risk activities not covered in Safer Food Better Business (SFBB).

Recommendation My HACCP is a free web tool that will guide you through the process of developing a food safety management system based on Hazard Analysis and Critical Control Point (HACCP) www.myhaccp.food.gov.uk

Information Only need to keep 6 months of daily diary records

Food Hazard Identification and Control

Contravention The Safe Methods in your Safer Food Better Business (SFBB) pack are intended to show you have identified the hazards to food and what you must do to control them. The following Safe Methods were either missing from your SFBB pack or had not been completed appropriately:

- Cross-contamination
- Cleaning (no cleaning schedule only a rota used)
- Cooking (very limited record keeping particularly for service of pink burgers) More than one pack appeared to be in use, with varying information provided and the sections all muddled
- Policy on use of latex gloves not found
- No HACCP for the cooking of burgers, pink.

Contravention The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- you have not identified the potential risks associated with the service of pink homemade burgers

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- The cleaning schedule
- Hot food monitoring records for high risk foods (such as burgers) on completion of cook.

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Training

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Infection Control / Sickness / Exclusion Policy

Contravention The following evidence suggested there was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastro-intestinal illness:

- your policy for the wearing of gloves could not be found in the folder

Allergens

Observation I was pleased to note you had clearly shown the presence of allergens in the foods you serve on your menu.