

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Coach And Horses
Address of food business:	1 Union Street, Norwich NR2 2SL
Date of Inspection:	17/05/2016
Risk Rating Reference	16/00313/FOOD
Inspection Reference	15/00378/FD_HS
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Type of Premises:	Restaurant or cafe
Areas Inspected:	Main kitchen, Cellar, Back of house
Records Examined:	None
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction

The report has been divided into the three areas which you are scored against: food hygiene and safety procedures, structural requirements and 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 on the next page. You can use the table to see where you have done well and where improvements can be made.

Sections identifying health and safety and public health concerns may be included at the end of the report, these do not form part of your food hygiene rating.

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 **(Contraventions)**. 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 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 **(Observation)**, useful information **(Information)** and recommend good practice **(Recommendation)**.

Disclaimer

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:

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	15	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 5 - a very good standard



Appealing your rating

- Discuss the rating with the inspector
- Enter your appeal within 14 days of this notification
- For full details and the form visit www.norwich.gov.uk/foodhygieneratings

This space is reserved for your **Right of Reply**

- You have a 'right to reply'. This allows you to explain what improvements you have made or to explain the standards we found at the time of this inspection.
- For full details and the form visit 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.
- For full details and the form visit www.norwich.gov.uk/foodhygieneratings

General description of the business

Broad based local serving real ales, lager's and spirits to the local community

FOOD SAFETY

1. Food Hygiene

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 5)**

Hand-washing

The following evidence indicated hand-washing was not suitably managed.**(Contravention)**

- There was no soap or hygienic hand drying facilities at the wash hand basin behind the bar

Wash hand basins must be provided with soap and hygienic hand drying facilities such as disposable towels. For extra protection against cross contamination we recommend you use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499:1997. This information should be available on the product label or may be obtained from the supplier or manufacturer. **(Information)**

Poor Practices

The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration **(Observation):**

- bones stored in cellar

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Equipment and Food Contact Surfaces

The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding **(Contravention):**

- post mix cooler grubby

- condenser for the lager grubby

Maintenance

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

- cellar is in need of re-painting

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 5)**

Type of Food Safety management System Required

Your business is low risk 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; and pest control reports **(Contravention)**

Infection Control / Sickness / Exclusion Policy

Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastro-intestinal illness stay away from work until symptom-free for 48 hours. **(Information)**