



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	Compleat Angler
Address of food business:	120 Prince Of Wales Road Norwich NR1 1NS
Date of Inspection:	13/09/2017
Risk Rating Reference:	17/00544/FOOD
Premises Reference:	12/00242/FD_HS
Type of Premises:	Public House/Bar
Areas Inspected:	Storeroom, Main Kitchen, External store, Cellar, Back of house, Served, Basement, Yard
Records Examined:	FSMS, Cleaning schedule, Temperature control records, Pest control report, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business:	Pub serving meals

**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 853/2004 and No 854/2004 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  
Food Information Regulations 2014

**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	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
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Your Food Hygiene Rating is 5 - a very good standard



### 1. Food Hygiene and Safety

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

**Observation** I was pleased you could demonstrate effective E.coli 0157 control through the complete separation of raw and ready-to-eat food, the correct use of wash-hand basins and thorough hand washing, having dedicated equipment (including complex equipment) for raw and ready-to-eat foods, through 2-stage cleaning and the correct use of sanitisers, and by controlling the risks posed by soily vegetables.

**Observation** Contamination risks were controlled.

**Observation** Observation I was pleased to see that you had dedicated work surfaces/areas for different food preparation e.g. raw meat.

#### Hand-washing

**Observation** Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

### Personal Hygiene

**Observation** I was pleased to see that standards of personal hygiene were high.

### Temperature Control

**Observation** I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were diligently monitoring temperatures.

### Unfit food

**Observation** You have a good food labelling system.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

### Cleaning of Structure

**Observation** The kitchen had been well maintained and the standard of cleaning was exceptionally high.

### Cleaning of Equipment and Food Contact Surfaces

**Observation** You had dedicated equipment for the preparation of raw and ready-to-eat foods.

**Observation** You had colour-coded equipment on which to prepare food.

**Recommendation** Increase the frequency of defrosting on the new service freezer - as the freezer is in a hot location and the door is opened frequently it will cause frequent ice build-ups so may require defrosting more often than other freezers on site.

**Observation** I noted in the bottom of the salad fridge and the service fridge there was some food debris - these were on the cleaning schedule for the day of the inspection and I was informed it would be cleaned that day.

### Cleaning Chemicals / Materials / Equipment and Methods

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

### Maintenance

**Observation** I was pleased to see the kitchen had recently been refurbished.

### Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

### Pest Control

**Observation** You have employed the use of a pest control contractor - this is wise as your premises is in close proximity to the river and a public path / park walkway which can be a constant source of pests attraction.

## **3. Confidence in Management**

A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

### Type of Food Safety Management System Required

**Observation** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

**Recommendation** Replace the numbers on the fridges, cleaning has caused the numbers to be worn away - you could use magnetic numbers to show which fridge, freezer corresponds to the temperature record chart.

### Traceability

**Observation** Your records were such that food could easily be traced back to its supplier.

### Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier.

**Observation** Your waste storage area was kept clean and tidy.

## Training

**Observation** I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available.

## Infection Control / Sickness / Exclusion Policy

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

## Allergens

**Observation** You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

## **Health and Safety**

### Matters of evident concern

**Contravention** The following matters were of immediate concern:

- Potential for falling objects over the stair hand rail - move condiment and menu box away from the edge of the hand rail and do not hang coats etc. over the rail.

### Health and Safety Arrangements

**Information** The name and address of your enforcing authority is Public protection (food & safety), City Hall, St. Peter's Street, Norwich NR2 1WQ Tel: 0344 9803333.

**Observation** You have comprehensive safety policy available for audit.

### Risk Assessment

**Observation** You have risk assessments available on site, completed by your staff.

### C.O.S.H.H

I was pleased to see you have a dedicated cupboard for the storage of cleaning chemicals. This cupboard was away from where food was prepared and stored.