



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Alexandra Tavern
Address of food business:	16 Stafford Street Norwich NR2 3BB
Date of inspection:	11/04/2018
Risk rating reference:	18/00595/FOOD
Premises reference:	15940/0016/0/000
Type of premises:	Pub with catering
Areas inspected:	Main Kitchen, Cellar, Front of house
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Public house

**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

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
<b>Your Total score</b>	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	4	3	2	1	0

Your Food Hygiene Rating is 5 - a very good standard



### 1. Food Hygiene and Safety

Food hygiene standards are high. You demonstrated a very good standard of 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. Some minor contraventions require your attention. **(Score 5)**

#### 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 handwashing, 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.

#### 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

**Legal Requirement** If you rely on selling cold food (displayed over 8°C) within four hours you must be able to demonstrate your system for ensuring food is either sold or placed under refrigeration or discarded, before the four hours have elapsed.

**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

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was past its use by date:

- a bag of crisp leaves salad were being stored beyond their 'use by' date of 8/4/18
- peppered salad leaves were being stored beyond their 'use by' date of 6/4/18. However I was pleased to see that these were thrown away in my presence

**Recommendation** You should have a system to identify when open or prepared foods need to be used by or discarded to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday.

## Poor Practices

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

- cooling food for longer than 2 hours, ensure food is cooled within 90 minutes. This can be achieved by portioning the food into shallow, small containers and placed in a cool place
- peppers were being stored beyond their 'best before' date of 9/4/18
- carrots were being stored beyond 'best before' date of 6/4/18

**Guidance** It is an offence to sell food which is not of the nature, substance or quality demanded by the consumer. Food sold passed its 'best before' date could be of a reduced quality so you must check it is okay before you sell it. You must also inform your customers the product is passed its 'best before'.

**Recommendation** The best before date is the date until which the manufacturer of the food guarantees the quality of the product. I recommend that you check your stock regularly to ensure efficient stock rotation

## **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 Structure

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

- flooring underneath the stainless steel table where the microwave is housed
- vent to the wall in the kitchen
- condensational mould was seen to the corner of the wall in the lager cellar next to the ladder
- wall behind the barrels in the lager cellar

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

### Cleaning of Equipment and Food Contact Surfaces

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

- green chopping board was badly scored and needs replacing
- interior salad drawer of the Santo fridge
- blade to the table top can opener
- seals to the Lec freezer
- seals to the Hotpoint and Future freezer in the cellar

### 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

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

- split seals to the Santo fridge

#### Facilities and Structural provision

**Recommendation** I recommend that you install a fly screen to the open window

### **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

#### 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

#### 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.

#### 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](http://www.norwich.gov.uk)

#### Infection Control / Sickness / Exclusion Policy

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

#### Allergens

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

## **HEALTH, SAFETY AND WELFARE**

### **Matters of evident concern**

**Observation** Grid to the gully in the lager cellar was loose.