



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Pig And Whistle
Address of food business:	2 - 8 All Saints Green Norwich NR1 3NA
Date of inspection:	13/04/2018
Risk rating reference:	18/00599/FOOD
Premises reference:	17/00322/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	All
Records examined:	Cleaning schedule, Pest control report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Wet pub

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
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 4 - a 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

Recommendation To further improve food hygiene safety I would suggest the following

- keep the ice scoop in the jug provided

Contravention The layout of the food premises was not conducive to good food hygiene practices in that real ale was dispensed from refillable polypin carton liners stored on a rack in the office. This necessitated the handling of open food in a room that was not a food room. Position the real ale rack in a room which can be easily cleaned (i.e. is not carpeted) or relocate the office.

Observation It was my understanding that the above rack could be moved to the glass room when the back of house is refurbished.

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 wash hand basin in the glass room (not used for hand washing)
- accumulation of litter on floors glass room
- accumulation of litter on floors in office
- accumulation of litter on floors in cellar
- accumulation of litter on floors in bottle store

Recommendation Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

Facilities

Contravention The bottle store at the rear of the premises (previously the rear yard which had been covered over to create a patio area above) was very dimly lit. Improve the lighting to this room to a level which is conducive to achieving a good level of cleaning.

Recommendation You should consider painting the brickwork white in the bottle store in order to improve internally reflected light.

Maintenance

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

- the wash hand basin in the glass room was not provided with running water. Although not used for hand washing it was used to drain liquids and the lack a water supply to the taps has meant the accumulation of foul water in the trap which had attracted flies
- numerous holes in walls where old fixtures had been removed in the glass room and the office

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. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

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.

Recommendation Although low risk, your business stills require a minimum amount of documentation over and above the cleaning schedule and the pest control reports I was shown. Consider adding to your your food safety management system the following:

- rules of hygiene
- your staff illness and exclusion policy
- a hand-over diary
- procedures for cleaning beer lines

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern:

- There was no handrail to the top few winding steps to the cellar stairs. I would also recommend a grab rail at the head of these stairs (on the right as you descend).
- There were two unchained gas cylinders in the cellar. Provide a bottle cage into which any additional gas bottles can be slotted
- Secure the real ale stand to the wall so that there is no risk of it falling over onto a person