

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Frank's Bar
Address of food business:	19 Bedford Street Norwich NR2 1AR
Date of inspection:	12/07/2018
Risk rating reference:	18/00785/FOOD
Premises reference:	08/00214/FD_HS
Type of premises:	Public House with catering
Areas inspected:	Main Kitchen, Cellar
Records examined:	SFBB, Temperature control records, Pest control report, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Bar with catering

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 3 - a generally satisfactory standard



1. Food Hygiene and Safety

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 10)

Contamination risks

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens::

- raw foods i.e bacon was being stored above ready-to-eat foods i.e smoked salmon in the fridge

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Recommendation Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised

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

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

- milk was being stored in the cellar at 10°C
- prepared foods i.e chips, salads and homemade ketchup was being stored in the cellar at 10°C

Legal requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health. Chilled foods must be stored at or below 8°C.

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

- raspberries were being stored beyond their 'best before' date of 9/7
- 2 packets of blueberries were being stored beyond their 'best before' date of 11/7
- tins of food was being stored on the floor underneath the stainless steel table

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:

- wall and pipework underneath the washing up sink
- trays to the dishwasher
- flooring underneath the stainless steel table next to the cooker

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:

- seals to the fridge numbered 3
- interior bottom to the fridge numbered 3
- seals to fridge numbered 2
- foil dispenser
- fan on top of fridge numbered 2
- electric fly killer

Maintenance

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

- split seals to fridge numbered 1
- bottom of the wall in front of fridge numbered 5
- flooring in front of the fridges
- step to the floor leading into the kitchen. However you informed me that you had a company addressing this in the near future and showed me the letter
- broken diffuser to the fluorescent light
- lid to the towel dispenser
- mastick to the wash hand basin

Facilities and Structural provision

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

- you need to supply more refrigerated storage as an amount of prepared food

was being stored in the cellar out of temperature at 10°C

Pest Control

Contravention The fly screen was chained up allowing pests access to the premises. The curtain must be kept down at all times to prevent access.

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. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Food Hazard Identification and Control

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:

- storing food in the cellar out of temperature control

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:

- Your Suppliers

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

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 potentially infected food handlers from contaminating food.

Allergens

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