



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	The Glass House
Address of food business:	The Glasshouse 9 - 13 Wensum Street Norwich NR3 1LA
Date of inspection:	26/10/2018
Risk rating reference:	18/00961/FOOD
Premises reference:	18120/0009/0/000
Type of premises:	Public House/Bar
Areas inspected:	Main Kitchen, Other
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Public house with food

**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
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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 hand-washing. You had dedicated equipment for raw and ready-to-eat foods, could demonstrate 2-stage cleaning and the correct use of sanitisers.

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

**Contravention** Take care not to place food bags directly on the floor in the walk in fridge.

## Hand-washing

**Observation** The wash hand basin in the bar area was bone dry indicating it had not been used. Ensure bar staff wash their hands regularly and always at the beginning of their shift.

## Personal Hygiene

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

**Recommendation** Managers should wear hats when entering the kitchen especially at those times when food is being prepared.

## Temperature Control

**Recommendation** Try not to overstock the walk in freezer. Stacking boxes on the floor and against walls will impede the circulation of cooling air and can lead to hot spots in the food.

## **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

**Observation** The kitchen was very small given the amount of food being produced. Nevertheless, despite space being at a premium, dedicated areas and a work-flow could be demonstrated. I was satisfied that raw food could be adequately separated from food that was ready to eat (RTE) and from articles and equipment that was to come into contact with RTE food.

### 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:

- teflon sheets to the clam grill need replacing as they now stick to the food and are very difficult to clean

## Maintenance

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

**Recommendation** Properly attach the handle to the clam grill so that fat and grease does not pour through the fixing point onto the workbench.

**Observation** I was please to see the floor covering had been repaired and the wall behind the wash-hand basin cladded

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

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. 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)**

#### **Your Food Safety Management System**

**Legal requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food
  - Identify the critical points at which control is essential
  - Establish critical limits (what is acceptable and unacceptable)
  - Monitor critical control points to ensure critical limits are met
- Keep appropriate records to demonstrate control measures are effective

**Contravention** There was no evidence to show that your food safety management system had been reviewed recently; the last review had apparently been conducted in January 2016. There was no date in the documentation I was shown to indicate when the next review was scheduled.

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

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

**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.

#### **Allergens**

**Observation** You had identified the allergens present in your food and I was satisfied you had robust systems in place to update allergen information.

**Recommendation** Improve the allergen warning and the sign-posting to where allergen information can be found so it is more obvious to the consumer. Clear signs

where food is ordered or on the bar might be more appropriate than small print in the menu.