



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	William IV Public House
Address of food business:	33 Quebec Road Norwich NR1 4AU
Date of inspection:	27/11/2018
Risk rating reference:	18/01054/FOOD
Premises reference:	06/00231/FD_HS
Type of premises:	Public House with catering
Areas inspected:	Main Kitchen, Storeroom
Records examined:	FSMS, Temperature control records, Pest control report, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pub 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

  

<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-

  

<b>Your Rating is</b>	5	4	3	2	1	0
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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 or its physical contamination with dirt or foreign objects:

- Fruit for breakfast use such as strawberries and grapes are not washed before use
- Staff lunch was stored in the fridge. Discourage this practice.
- Undated breakfast juices. As these are not used everyday you should ensure they are not kept open longer than the manufacturer advises. I recommend you date when opened.
- Your dog was freely walking up and down the corridor running between the kitchen and chiller room, and leading into the bar. As food is carried in this area and given the proximity to the kitchen, you should ensure that the dog has restricted access to this area only when passing through to outside.
- Your colour coded boards were stored touching directly behind sink.
- In the rack you also had so many boards that they were touching.

**Information** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued guidance on controlling E.coli 0157 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.

**Guidance** If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 80°C for 15 seconds) between uses.

**Guidance** If heat disinfection or a dishwasher is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) must be stored and washed separately.

**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.

**Observation** You have a dishwasher.

## Hand-washing

**Contravention** The following evidence indicated hand-washing was not suitably managed:

- The wash hand basin was difficult to access. It was obstructed by a plate rack.

## Personal Hygiene

**Observation** You advised that chefs whites are worn. (This was not seen at the time of inspection as the kitchen was not in use).

## Temperature Control

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

- Opened sauces were not stored in the fridge, and labels indicate that they should be.
- No carvery cook or hot hold temperature records are carried out. You were aware of correct temperatures. (It is recommended that you record these temperatures as your Management pack has space to record this.)

**Legal Requirement** Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

**Guidance** It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

**Recommendation** Check the core temperature of cooked and reheated foods, particularly larger items such as joints of meat, to ensure that it reaches 75°C for 30 seconds (or equivalent). This can be helpful in addition to visual checks of the food to determine whether it is properly cooked.

**Recommendation** In addition to the visual checks you undertake use a probe thermometer to determine the core temperature of cooked food.

## Unfit food

**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

**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 OK before you sell it. You must also inform your customers the product is passed its 'best before'.

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

- Yoghurts displayed for breakfast were passed their best before date, two dated 25.11 and one 20.11.

**Recommendation** That you date juices when you open them as you do not use them every day.

## **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:

- Kitchen floor
- Kitchen windowsill
- Kitchen wall by fryer was greasy and there was a build up of old food like chips
- The wall beside the fridge in the kitchen
- The corridor floor between the kitchen and the chiller room
- The walk in chiller hand contact surfaces on the door

**Contravention** The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- Altro type sheet flooring in the fridge freezer room does not extend to the wall. It was lifting up and cannot be effectively cleaned.
- Altro type sheet flooring in the corridor was holed and patched. Although not a food room the kitchen and store room open directly onto this area and it leads to the bar, so open food is carried through the area.

**Information** Cleaning terms:

Detergent: is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

Dilution rate: many chemicals are supplied in concentrated form and must be diluted before use. You must follow the manufacturers instruction so that you dilute the chemicals correctly with water

Disinfectant: is a chemical that kills bacteria.

**Information** Different sanitisers require different contact times to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively.

**Recommendation** Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

**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.

### 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:

- The chipper
- The tin opener underside
- The base of utensil pot where clean utensils are stored
- The handle to the knife steel. Other equipment was also cleaned but when examined closely they were dirty
- The rationale cooker interior

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

### Cleaning Chemicals / Materials / Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria such as E.coli 0157 between surfaces:  
Dettol Advanced was in use. This had no stated British Standard and you were not aware of the 5 minute contact stated.

**Information** Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

**Information** Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

**Recommendation** That you change this product for one meeting the guidance above. Also that you use a commercial product, and one with a shorter contact time.

**Guidance** Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

### Maintenance

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

- Flooring in the hall and the store room.

### Pest Control

**Observation** I was pleased to see that premises was proofed against the entry of pests and that pest control procedures were in place.

**Recommendation** Ensure Electric Fly Killer bulbs are regularly changed.

**Observation** You have a Electric Fly Killer and contract.

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### Type of Food Safety Management System Required

**Observation** You are using a comprehensive pack, not dissimilar to the SFBB pack.

**Recommendation** That you record when you calibrate the probe thermometer.

### Food Hazard Identification and Control

**Contravention** The following pre-requisites have not been met and prove your food safety management system is ineffective:

- Cleaning and sanitation are poor
- Maintenance is poor.

### Proving Your Arrangements are Working Well

**Contravention** The following matters are needed in order to demonstrate you Food Safety management system is working as it should:

- Temperature monitoring
- Date coding
- Stock rotation

### 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 an approved waste contractor.

### 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

**Contravention** You have not properly informed your customers about the presence of allergens in the food you prepare. Although on the menu, you need an additional sign to warn other customers who do not look at the menu about the presence of allergens. (Such as match teas).

**Information** Loose (also called non pre-packed) foods are:

- foods served at restaurants and canteens.
- takeaway foods that are placed into containers and sold at the same premises.
- any foods sold loose, e.g. meat or cheese at a deli counter, unpackaged bread or pick and mix sweets (including individually wrapped sweets)

**Information** The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid



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

**Observation** You had clearly shown the presence of allergens in your food on your menu.

**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.