



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Marlborough Arms Public House
Address of food business:	Marlborough Arms 43 Spencer Street Norwich NR3 4PB
Date of inspection:	12/12/2018
Risk rating reference:	18/01096/FOOD
Premises reference:	15100/0043/0/000
Type of premises:	Public House/Bar
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB, Temperature control records, Pest control report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Public House with cantering

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

Observation I was pleased to see that contamination risks were controlled

Hand-washing

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

- The wash hand basin was broken and not in use
- There was no towel to the towel dispenser
- There was no soap to the wash hand basin. I was offered washing up liquid to wash my hands

- There was no soap or towel to the wash hand basin behind the bar

Temperature Control

Contravention The following evidence indicated there was a risk of harmful bacteria remaining in cooked food because cooking time/temperatures were insufficient to kill them:

- Food was being cooked and reheated to 65°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.

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

- Sauces were being kept at ambient temperatures. It is the manufacturers recommendation that once opened sauces should be kept in the fridge
- Eggs were being stored at ambient temperatures. It is a government recommendation that eggs are stored in the fridge
- 6 packets of ready salted crisps were past their 'best before' date of 24/11

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:

- Cobwebs were seen in front of the electric fly killer
- Shelf under the washing up sink
- Walls behind the fryers and shelves
- Ledge behind the fridge numbered 2
- Ceiling above the fridge numbered 2 was in a bad state of repair
- Shelves behind the bar

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:

- Mesh to the vent to the rear door
- Seals to the two door undercounter fridge
- Chopping boards were badly scored and need replacing
- Cooker hob
- Crockery

Cleaning Chemicals / Materials / Equipment and Methods

Guidance Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

Recommendation I recommend that items such as mops, buckets and rooms are stored in an area, room or cupboard separate from a food preparation or storage area so that the risk of food contamination is minimised

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.

Maintenance

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

- Gap to the wall behind the washing up sink
- Diffuser missing to the fluorescent light
- Holes to the wall behind the fridge numbered 2

Facilities and Structural provision

Recommendation A plastic diffuser cover is recommended on all fluorescent strip lighting. These can be removed for cleaning and will help contain glass fragments in the event of a breakage

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.

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)**

Food Hazard Identification and Control

Contravention The Safe Methods in your Safer Food Better Business (SFBB) pack are intended to show you have identified the hazards to food and what you must do to control them. The following Safe Methods were either missing from your SFBB pack or had not been completed appropriately:

- Cross-contamination
- Cleaning
- Chilling
- Cooking

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 daily diary and or four-weekly reviews
- The cleaning schedule
- Your Suppliers and/or Contacts lists
- Staff training records

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.

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 in food

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