



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Britannia Gardens
Address of food business:	288 Heigham Street Norwich NR2 4LZ
Date of inspection:	01/02/2019
Risk rating reference:	19/00082/FOOD
Premises reference:	18/00327/FOOD
Type of premises:	Public House with catering
Areas inspected:	All
Records examined:	FSMS, SFBB, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Independent pub/restaurant serving local community

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 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

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- peeling/damaged tin foil wall covering above deep fat fryers
- uncovered sack of flour with loose plastic container on top of it in dry store
- uncovered foods in freezer in main kitchen.
- you had not identified that your sausages contained an allergen. Sulphites was listed by the the manufacturer on its ingredient labelling. After checking your allergen matrix sulphite was not listed for this product. You informed me that you had recently changed sausage supplier and in the process of updating your allergen information.

Hand-washing

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

- bottles of cleaning chemicals were sited in both dedicated wash hand basins in main kitchen and behind the bar

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

Personal Hygiene

Recommendation That staff wear hats to prevent risk of physical contamination

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

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 items were dirty and require more frequent and thorough cleaning:

- wall/floor joints in main kitchen
- floor in beer cellar
- base of door thresholds where they meet the floor
- filters to main extractor
- underneath units in main kitchen
- feet to moveable equipment in main kitchen
- wall joints in walk-in freezer
- around feet to equipment where it meets the floor in main kitchen
- plastic trunking under bain marie in main kitchen
- where washing up sink meets wall had build up of grease/dirt
- feet of racking in dry store
- power sockets underneath units in main kitchen
- wall and floor underneath bain maria in main kitchen
- flooring to exterior walk-in fridge
- step into exterior walk-in fridge
- base of units where they meet the floor behind the bar

- high level cleaning in beer cellar as cobwebs were seen
- waste pipework in main kitchen
- metal trim to where lino meets in rear corridor area and storerooms
- flooring in dry store

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

- shelf for bottles in cellar had exposed MDF which was absorbent and difficult to keep clean

Information I was pleased to note that you intend to carry out major additions to your food storage and handling kitchen facilities which should address matters raised in this report.

Maintenance

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

- holes to wall in main kitchen. These need to be filled to leave a smooth surface that is easy to keep clean.
- peeling tin foil covering in main kitchen
- missing/damaged trim to shelving in beer cellar exposing wood core. This had also become dirty.
- damaged flooring in rear corridor
- damaged wall in rear corridor
- cracks to ceiling in beer room
- worn surfaces to wood counters in main bar. These need to be re-sealed/treated to leave a smooth impervious surface that is easy to keep clean
- damaged mastic seal to washing up sink behind main bar

Facilities and Structural Provision

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

Pest Control

- The rear door into the main kitchen was open during my inspection. If this door is required to be open on a regular basis for access/ventilation then you will need to fit a fly-screen or metal chain to prevent access by pests _

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Some minor issues were identified relating to staff supervision and

training. 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

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 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.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Information If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website www.food.gov.uk/business-industry/caterers/sfbb However, do make sure staff have access to it at all times when working.

Observation/Information I was pleased to note that you are in the process of reviewing your HACCP systems and having a dedicated HACCP trainer

Food Hazard Identification and Control

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack::

- the daily diary is not completed correctly
- the CLEANING SCHEDULE does not detail the cleaning methods.
- your Suppliers lists
- staff training records. I acknowledge that you have induction training records, temperature logs sheets and you own checklists to be signed off daily but they are not evidence that staff had been trained on all the safe methods in your Safer Food Better Business pack.
- when reviewing your SFBB pack and safe methods I found gaps where your food safety practise should have been detailed i.e. stipulating if staff should be wearing hats, list types of ready to eat food you prepare, completed diary front sheet etc.

Contravention The following matters are needed in order to demonstrate your food safety management system is working as it should:

- an opened loaf of bread was found well passed the indicated 'Best Before' date. I was informed that it was frozen within its shelf and that the bread should have been labelled to indicate when it was frozen and defrosted.
- a packet of sausages was found passed the indicated 'Use by' date. This may indicate that your opening and closing check log sheet was not being followed. I was pleased to note your staff disposed of the sausages straight away.
- you need to review your cleaning log/rota's to ensure all areas of the premises are listed and are cleaned and consider increasing frequency in some areas. frequency.
- according to your written procedures newly delivered chilled and frozen foods should be placed under temperature control straight away. I noted a cage with chilled delivered items outside for some time before it was put away by staff.

Information As you are using Safer Food Better Business (SFBB) as part of your food safety management system you should train your staff in all the safe methods that are relevant to the job they do. You should also supervise them to check they are following the safe methods properly i.e. cleaning and carrying out the opening and closing checks in the daily diary pages. I acknowledge that you have a daily check sheet with large numbers of checks but this is not sufficient in detail as an in-depth written food safety management system based on HACCP principles. A fully completed SFBB pack with supplemental appropriate and clear supporting documentation based on HACCP principles would be adequate for this business.

Training

Observation The following evidence indicates there is a staff training need:

- non cooking or food handling staff were seen entering and leaving the kitchen with no protective clothing being worn. This creates a possible contamination risk to open foods in the kitchen.

Allergens

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

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 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.