



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Queen Of Iceni
Address of food business:	Unit 6 Wherry Road Norwich NR1 1WX
Date of inspection:	05/03/2019
Risk rating reference:	19/00169/FOOD
Premises reference:	20779/0008/0/000
Type of premises:	Public House with catering
Areas inspected:	Main Kitchen, Storeroom, Cellar, Front of house
Records examined:	Cleaning schedule, Training certificates / records, Pest control report, Temperature control 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
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 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

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:

- damaged plastic packaging to curries. Broken bits of plastic could be seen inside the the containers. Food handlers must ensure they remain vigilant to damaged/defective deliveries and packaged goods at all times.
- Haloumi fries which are advertised as gluten free are cooked in the same oil as gluten containing foods.

Personal Hygiene

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

Unfit food

Contravention The following items were passed their use by date and we discarded:

- tub prepared tomatoes past Tue AM
- tub mayonnaise 17/2/19 (though I was informed the wrong month had been written down)

Observation A number of old labels were found on containers. You must ensure these are removed to enable effective stock control.

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 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

Contravention The following items were dirty and require more frequent and thorough cleaning:

- wall tiles and grout in first floor food room
- floor in corridor where freezers and ice machines kept

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Recommendation improve housekeeping in music/condiment store room.

Maintenance

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

- wall tiles next to wash hand basin in first floor food room lifting
- damaged plastic to outer part of chest freezer
- significant mould to walls in the old bin store where the bins are being washed. If this practice is to continue in there you will need to provide a suitable wall covering to prevent further mould developing.

Pest Control

Contravention There is evidence of pest activity on the premises:

- bar flies in bar wash up area. You must keep on top of cleaning and ensure no drink residues/spillages or pools of water are left.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. 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)**

Training

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

Allergens

Contravention You are failing to manage allergens properly:

- You are not informing customers about the risk of cross contamination with allergens. I noted that halloumi fries are listed as gluten free on the allergen chart and appear on the gluten free menu, however I was informed that they are cooked in the same oil which is used for gluten containing products. There is therefore a risk of cross contamination and you must inform your customers of this.

HEALTH, SAFETY AND WELFARE

Condition of floors and traffic routes

Contravention You are failing to provide a floor which is free from holes/slopes. Ruts in the kitchen floor along the cook line make it difficult to pull out equipment and due to the weight of the equipment there is a risk of it being pulled over. This could result in serious personal injury from crushing or entrapment.

Information The floor should be repaired to provide an even surface free from holes/slopes.

Safe access and egress

Contravention You are failing to do all that is reasonably practicable to provide safe means of access and egress to the premises. The steps adjacent to the seating area outside do not have highlighted nosing, making it difficult for people to appreciate easily where to place their feet (see photos). This could cause a person to trip or fall on the stairs which could result in serious personal injury or death.

Information The steps should be improved to the current Building Regulations, Approved Document M Part 2 standard (1.33 (i)) which requires that 'all nosings are made apparent by means of a permanently contrasting material 55mm wide on both the tread and the riser.' This nosing of the steps can be made contrasting by painting it in a different colour (it does not have to be 'hazard' yellow).