



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Arboretum
Address of food business:	43 St Benedicts Street Norwich NR2 4PG
Date of inspection:	07/03/2019
Risk rating reference:	19/00190/FOOD
Premises reference:	18/00152/FD_HS
Type of premises:	Wet pub
Areas inspected:	All
Records examined:	Cleaning schedule, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cocktail bar

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 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, foreign objects or chemicals:

- two pet dogs were present behind the bar in close proximity to open food, drinks and ice
- you did not have adequate procedures to prevent domestic animals from having access to places where food is prepared, handled or stored.

Hand-washing

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

- there was no dedicated wash hand basin behind the bar (see Facilities section)
- there was no piped hot water to the dual-purpose basin behind the bar (you were relying on a counter-top water heater).

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.

Poor Practices

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

- the lid to the ice machine was open exposing ice to the risk of contamination from pets, dust and debris. Keep the lid to the ice machine closed

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 could not be effectively cleaned and must be covered or made non-absorbent:

- unsealed wooden surfaces under the bar

Cleaning Chemicals / Materials / Equipment and Methods

Guidance Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697; or other standards that meet the same conditions and requirements.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- insufficient or poorly sited wash hand basins
- there was no dedicated wash hand basin behind the bar
- provide the equipment sink behind the bar with piped hot water
- use the sink behind the bar as a dual purpose sink and wash hand basin until

- such time as a dedicated wash hand basin can be installed
- there was no piped supply of hot water to the wash hand basin in the outside toilet

Legal Requirement An adequate number of washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins provided for food handlers must have hot and cold (or suitably mixed) running water.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. You are progressing towards a written food safety management system. 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

Contravention You are a low risk business and do not need a formal food safety management system. Nevertheless, a minimum amount of documentation should be provided to show you have identified hazards to food and have appropriate controls in place.

Guidance Consider writing down your hygiene rules, keeping pest control reports (or records of your own checks) have a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, training certificates and a hand-over diary etc.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and this means that your food safety management system is ineffective:

- services and facilities are inadequate in that hot water had not been provided to sinks and wash hand basins anywhere on the premises (you were relying on a small counter top water boiler and vacuum flasks for all your hot water needs)

Contravention Ensure work to install additional wash-hand basins, water heaters and the new toilet is carried out quickly.

Allergens

Contravention You are failing to manage allergens properly:

- You do not have a system for informing customers about the presence of allergens in the food you prepare

Guidance Signpost where information about your food allergens can be found.