



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Belle Vue / Heisenburger
Address of food business:	The Belle Vue 46 St Philips Road Norwich NR2 3BL
Date of inspection:	10/09/2019
Risk rating reference:	19/00660/FOOD
Premises reference:	19/00270/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	Main Kitchen, Storeroom, Cellar
Records examined:	SFBB, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Public House 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 2 – improvement is necessary



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 ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- raw foods i.e eggs were being stored next to ready-to-eat foods i.e stilton cheese in the 3 door stainless steel fridge

Unfit food

Contravention The following food was unfit because it was either; past its use by date; did not conform to food safety requirements:

- a packet of defrosted chips were seen underneath a stainless steel table
- food i.e apple crumble and bacon jam was being stored beyond the 'use by' date you had given it 8/9

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- a packet of rocket leaves had wilted

Poor Practices

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

- no dates of when opened on sauces in Prestige fridge
- old date labels were still on food containers
- prepared foods were being stored for longer than 3 days

Contravention The following matters will cause food to become contaminated or lead to its deterioration:

- uncovered food was being stored in the chest freezer i.e chicken
- gherkins were being stored at ambient temperatures, it states on the label refrigerate once opened
- deep fat fryers temperature were kept at 190°C increasing the presence of Acrylamide.

Information Acrylamide is a carcinogenic chemical that is formed when some foods containing carbohydrate e.g. potatoes and bread, are cooked at high temperatures (i.e. above 120°C). Cooking methods that often exceed this temperature include frying, roasting, baking, grilling and toasting. All have the potential to produce Acrylamide in concentrations which could be harmful.

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.

2. Structure and Cleaning

The structure, facilities, cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Improvements are needed in hand and/or equipment washing facilities. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

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

- flooring underneath equipment
- wall in cellar behind where food is stored

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- grey chest freezer needs defrosting
- seals to white chest freezer
- interior to microwaves
- door to Panasonic microwave
- interior to oven
- dirty bowl underneath washing up sink
- rubbish had been left in bin
- a black bin liner with rubbish in was seen on the floor near the rear door
- knob to deep fat fryer

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 between surfaces:

- no sanitiser was available

Contravention Touch points are dirty, thoroughly clean and maintain in a clean condition all touch points, for example, light switches, telephones, door handles, taps and handles, to minimise the risk of cross contamination. It is good practice to use a sanitiser in order to minimise the build-up of bacteria

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.

Recommendation Disinfect equipment and utensils after cleaning with a suitable sanitiser.

Maintenance

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

- fly screen to the rear door was split

- split seals to Prestige fridge

Pest Control

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 10)**

Food Hazard Identification and Control

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

- cleaning and sanitation are poor

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria growing on food
- chips stored at ambient temperature

Proving Your Arrangements are Working Well

Observation you have a Safer Food Better Business pack. However this needs auditing and updating, you informed me that this was from your previous premises

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

- 4-weekly checks
- training records / supplier lists
- cleaning schedule

Training

Contravention The following evidence indicated there was a staff training need:

- standard of cleaning was poor
- poor storage of food

Legal requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for this course are on our website: www.norwich.gov.uk

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Information You can obtain a list of the training courses we provide on our website: www.norwich.gov.uk.

Allergens

Contravention you need to update your allergen information to include all allergens in your food.

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

HEALTH, SAFETY AND WELFARE

Gas Safety

Contravention Gas bottles stored in the cellar must be secured to wall.