



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Frank's Bar
Address of food business:	19 Bedford Street Norwich NR2 1AR
Date of inspection:	17/12/2019
Risk rating reference:	19/00855/FOOD
Premises reference:	08/00214/FD_HS
Type of premises:	Public House with catering
Areas inspected:	None
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Bar with food

**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 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

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

**Recommendation** Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

#### Hand-washing

**Observation** I was pleased to see handwashing was well managed.

## Personal Hygiene

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

## Temperature Control

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- cooked lamb was left to cool at room temperature in the kitchen. This slows down the cooling process and presents ideal conditions for food poisoning bacteria to grow. Hot food which is to be cooled before storage or sale must be cooled as quickly as possible (preferably within 90 minutes) before being placed in the refrigerator

**Recommendation** Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by decanting into several smaller shallow containers

**Recommendation** I recommend that you monitor and record your fridge and freezer temperatures

**Recommendation** I recommend that you purchase probe wipes for your probe thermometer as the ones you had had dried out

## Unfit food

**Contravention** The following foods were past the USE BY date

- Pastrami/cured ham was being stored beyond 24 hours of being opened as stated on the packet

**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 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 (an exception is rice which should not be kept longer than 24 hours)

## 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:

- eggs were being stored at ambient temperatures
- food was being stored on the floor

**Legal requirement** Food must be stored off the floor where it might be at risk of contamination

**Recommendation** it is a government recommendation that eggs are stored in the fridge.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. 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 behind and under equipment
- walls underneath the wash hand basin and behind washing up sink
- walls in general were very dirty
- windowsills, remove foil to aid easy cleaning
- wheels to equipment
- pipe behind cooker and pipework
- steps

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- interior bottom to fridge numbered 1
- seals to fridges numbered 2, 4 and 5
- seals to freezer numbered 1
- cling film dispensers
- interior ceiling to microwave
- interior to door frame to upright freezer numbered 2
- freezer numbered 2 needs defrosting
- food storage containers

### Cleaning Chemicals / Materials / Equipment and Methods

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

### Maintenance

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

- mastic behind wash hand basin
- split seals to fridges numbered 2 and 4
- shelving to fridge numbered 1

## Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

## 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**

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

- bacteria surviving in cooked food
- cooling foods at ambient temperatures
- storing food beyond its 'use by' date as stated by the manufacturer

## Proving Your Arrangements are Working Well

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

- Daily Diary
- 4-weekly checks
- training records were missing
- supplier lists as out of date
- cleaning schedule, the standard of cleaning witnessed indicated that this was not working
- chilling down hot food/ freezing/defrosting
- cleaning /clear and clean as you go
- add pickling process to your Safer Food Better Business pack

**Recommendation** I recommend that you purchase a new Safer Food Better Business pack as the one you have is very dated and very untidy

**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](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Recommendation** You can buy a printed copy of Safer Food Better Business or a diary refill pack from Coventry City Council use the link on [www.norwich.gov.uk/sfbb](http://www.norwich.gov.uk/sfbb)

### Traceability

**Observation** Your records were such that food could easily be traced back to its supplier.

### Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

### Training

**Contravention** The following evidence indicates there is a staff training need as food handlers:

- food handlers were unaware of the contact time for the sanitiser
- were using food that was passed its USE BY date
- cooling down food for too long at ambient temperatures

### Infection Control / Sickness / Exclusion Policy

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

### Allergens

**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.