

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Eagle Tavern
Address of food business:	Eagle Tavern 33 Newmarket Road Norwich NR2 2HN
Date of inspection:	19/02/2020
Risk rating reference:	20/00050/FOOD
Premises reference:	14/00104/FD_HS
Type of premises:	Public House with catering
Areas inspected:	External Store, Main Kitchen
Records examined:	Pest Control Report, Cleaning Schedule, SFBB, Temperature Control Records, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pub with full 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
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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

The following items pose a risk of physical/ bacterial contamination

Contravention: probe thermometers were dirty

containers of precooked chips stored on floor by deep fat fryers

Recommendation: To control the risk of cross contamination

- obtain anti-bacterial probe wipes to clean the probe thermometers before and after each use.
- provide a shelf or use a bench unit to keep the trays of chips off the floor
- obtain dispensers for cling film and foil clearly labelled for either raw or ready to eat use.
- obtain and use a purple chopping board and knife for 'gluten free' preparation
- Group same coloured boards in rack together but not touching

Recommendation To further control the risk of E.coli contamination you should obtain and use separate dispensers for cling-film (and foil) and label one for raw and one for 'ready to eat' foods.

Hand-washing

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

- wash hand basins were dirty
- food debris and cloths were seen in the wash hand basin
- dirty hand contact surfaces

Ensure the hand wash basin and taps are kept clean and available for use. Hand wash basins should not be used for other purposes.

Personal Hygiene

I was pleased to see that staff were wearing appropriate clean over-clothing and aprons

Recommendations To further improve personal hygiene I suggest you

- provide hats (and snoods) to control the risk of hair contamination of foods, and shoes for food handlers to only wear whilst at work.
- Provide secure lockers for staff to store their personal belongings located in an area away from the kitchen (staff were storing personal belongings beneath the preparation bench)

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.

Unfit food

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

- Tub of homemade coleslaw not labelled or dated
- Container of 'lemon aioli' not labelled or dated
- cups of ice cream in chest freezer not covered, dated or labelled
- traybakes stored in fridge in storeroom not labelled

Extend your dating and labelling system to all foods that have been decanted from the original container or are home-made to aid stock rotation and ensure the quality/safety of the food.

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:

- Cardboard boxes being used to store foods
- Unwrapped foods in fridges and freezers
- unlabelled food in fridges and freezers
- trays of pre-cooked chips stored on the floor in front of the deep fat fryer

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:

- floor wall junctions
- around equipment feet
- behind and under equipment
- extraction canopy
- high level cleaning
- hand contact surfaces such as light switches and door handles
- mastic joints behind sinks
- wash hand basin
- yard area
- floor to food store

Recommendation: to make cleaning easier remove all unnecessary/redundant /broken equipment from the kitchen.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- internal surfaces to fridges, including those in storeroom
- hand contact surfaces
- can opener
- cling film dispenser
- probe thermometers

Cleaning Chemicals / Materials / Equipment and Methods

Recommendation Use disposable paper wipes for cleaning and for mopping up spillages.

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:

- door to external food store
- paint surface to ceiling in external store damaged
- damaged cladding to window area in kitchen

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- Staff storing personal belongings and shoes under preparation bench in kitchen
- no staff changing facilities
- insufficient storage space
- ventilation

Observation There is currently no extraction system above the deep fat fryers

Recommendation To facilitate cleaning I suggest the extraction system is extended over the deep fat fryers

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- the external door to the store room was missing
- no pest proof door screen to the external door to kitchen.

All windows and doors that are regularly left open during food preparation or service should be provided with pest proof screens.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. A food safety management system is in place but has not been implemented. All your staff are suitably supervised and trained. Your records are appropriate and generally maintained but some deficiencies were identified. 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)

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
- services and facilities are inadequate

Contravention your Safer Food Better Business pack was incomplete with several pages missing. Either obtain a complete new SFBB pack and tailor it to your business or develop your own documented food safety management system based on HACCP principles.

Proving Your Arrangements are Working Well

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

- personal hygiene/ handwashing
- cleaning / clear and clean as you go

- cleaning schedule

Training

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

- were not washing their hands often enough/not using the wash hand basin
- were using poor food storage practices
- were not cleaning properly
- did not understand the opening and closing checks

Waste food and other refuse

You have a waste contract which is well managed

Allergens in Food

Allergens are well managed