



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Gibraltar Gardens
Address of food business:	288 Heigham Street Norwich NR2 4LZ
Date of inspection:	10/08/2020
Risk rating reference:	20/00184/FOOD
Premises reference:	20/00150/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	Cellar, External Store, Main Kitchen, Storeroom
Records examined:	FSMS, 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:	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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

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:

- raw foods i.e chicken and pork chops were being stored next to ready-to-eat foods i.e pate in the walk-in fridge
- a container of carrots were stored uncovered in the walk-in fridge
- an open packet of rump steak was being stored in the walk-in fridge with no date label to indicate when opened
- cutting boards were being stored touching
- the cling film box had 2 rolls of cling film in - which were touching. You informed me that you re used the cling film box

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

**Guidance** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued guidance on controlling E.coli 0157 through:

- \* the complete separation of raw and ready-to-eat food
- \* the correct use of wash-hand basins and thorough handwashing
- \* having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- \* through 2-stage cleaning and the correct use of sanitisers
- \* and by controlling the risks posed by soiled vegetables.

### Hand-washing

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

- there was no towel to dispenser in wc
- no means for hygienically drying hands was available

**Legal requirement** Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

### Personal Hygiene

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

### 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 was unfit (and was seized or destroyed in my presence) because it was either; past its 'use by' date; did not conform to food safety requirements:

- 3 x rump steaks were being stored beyond the 'use by' date of 9/8
- 1 x rump steak was being stored beyond the 'use by' date of 2/8

**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.

### 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:

- storing an open container of cranberry and apple sauce at ambient temperature with no date of when opened
- no dates on sauces i.e horseradish, french dressing of when opened in the walk-in fridge

**Recommendation** I recommend that you label your own domestic foods i.e Pork chops etc, stored in your commercial fridges and freezers. There is a presumption in food law that all foods stored on a food business are part of that business and need to be stored and labelled accordingly to satisfy the inspecting officer it complies with legal requirement

## **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:

- taps to wash hand basin
- electric socket next to microwave
- behind and under equipment
- electric fly killer and tray
- air vent to ceiling
- air vent to ceiling in the WC
- flooring underneath the dishwasher

### Cleaning of Equipment and Food Contact Surfaces

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

- film packaging needs removing from cooked meat fridge
- exterior to ice machine
- underneath soap dispenser
- shelf to fridge
- trays to dishwasher
- stand and fire extinguishers

### 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.

### Maintenance

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

- knob to extract fan
- fly screen
- top to tap
- seals split to fridge
- flooring was in a bad state of repair

### 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)**

### Type of Food Safety Management System Required

**Contravention** The food safety management system you have in place is not suitable given the food risks associated with your business. Implement a bespoke HACCP system covering higher risk activities not covered in simpler systems such as Safer Food Better Business.:

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

**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)

**Information** If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb) However, do make sure staff have access to it at all times when working.

**Information** Contact us for details of our Safer Food Better Business workshops on 01603 212747 or visit our webpage [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Information** As you are a new business you have been given the benefit of the doubt despite your food safety management system not fully complying with the law. You must act on this now as your hygiene rating score will be reduced to a maximum of 1 if there is a similar situational at the next visit.

**Recommendation** Choose Safer Food Better Business as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

**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)

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

### Food Hazard Identification and Control

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

- cross-contamination, storing raw foods next to ready-to-eat

**Contravention** Your food safety management system is not adequate in its scope and/or is not sufficiently detailed. Ensure your food safety management system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters::

**Information** Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

### Proving Your Arrangements are Working Well

**Contravention** The following matters are needed in order to demonstrate your food safety management system is working as it should::

- suppliers lists
- probe calibration records
- staff training records

### 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 indicated there was a staff training need:

- food handlers were exhibiting poor food hygiene practices

- food handlers were not sufficiently knowledgeable about your food safety procedures
- standard of cleaning was poor

### Infection Control / Sickness / Exclusion Policy

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

### Allergens

**Information** The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

**Information** There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.





TEL: 01379 852590

# RUMP STEAK 800g

BORN IN: IRL

REARED IN: IRL

PO: J5991

PACK DATE:

USE BY DATE:



00015392

**Item 1**

MAY CONTAIN BONES  
ALL FRESH PRODUCE





































**PEPPERELL'S**  
*Meats*



TEL: 01379 857398 www.pepperellsmeat.co.uk

**RUMP STEAK 80Z (210G-245G)**

DOWN IN: (PL)      SLAUGHTERED IN: (2105)  
REARER IN: (AL)      CUT IN: (2101)  
NO: (999)      BATCH: (2001)

PACK DATE:  
USE BY DATE: 02/08/2020



0001532669

**Item1      0.240 Kg**

IF CONTAIN BONES, ONCE OPENED USE WITH IN 24 HOURS  
ALL FRESH PRODUCTS TO BE STORED BELOW 2°C