

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Coach & Horses
Address of food business:	51 Bethel Street Norwich NR2 1NR
Date of inspection:	02/06/2021
Risk rating reference:	21/00084/FOOD
Premises reference:	17/00034/FD_HS
Type of premises:	Public House with catering
Areas inspected:	All
Records examined:	Cleaning Schedule, Training Certificates/records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pub with food, serving local community

**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:

- packed salad item stored on raw shell eggs in fridge
- lots of clutter and miscellaneous non food items stored in an area where foods are stored. This area was also used as an office space.

#### Personal Hygiene

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

## **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
- high level cleaning

**Contravention** The following items could not be effectively cleaned and must be covered or made non-absorbent:

- mdf or chipboard shelves
- unsealed wooden structures
- chipped dented wooden architrave
- wooden furniture

### **Cleaning of Equipment and Food Contact Surfaces**

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

- fridge and freezer seals
- fridge shelving

### **Maintenance**

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

- there was a large build-up of ice in one of the freezers. This made cleaning difficult. There was also numerous frozen packaged foods which could not be easily removed due to the large build up of frozen ice. You need to adjust the temperature of the freezer or have it serviced if this adjustment cannot be done.
- wall surfaces
- floor surfaces
- splits or holes in flooring
- broken, chipped ungrouted or missing tiles
- worn and / or peeling paint

### **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. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

#### **Proving Your Arrangements are Working Well**

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

- maintenance

#### **Traceability**

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

#### **Allergens**

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

**Observation** You had clearly shown the presence of allergens in your food on your menu.

**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.