



Public Protection (food & safety)
Food Premises Inspection Report

Name of business:	Arboretum
Address of food business:	43 St Benedicts Street Norwich NR2 4PG
Date of inspection:	07/07/2022
Risk rating reference:	22/00404/FOOD
Premises reference:	18/00152/FD_HS
Type of premises:	Wet pub
Areas inspected:	Servery, Yard
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Bar serving beer and cocktails

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 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:

- ensure dogs continue to be barred from the bar. But ensure that their presence within the premises does not cause contamination risk from bacteria, hairs or faeces.

Hand-washing

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

- The bar wash hand basin was leaking and therefore currently out of use. This

must be repaired. Please ring or email me to confirm this is done.

Personal Hygiene

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

Temperature Control

Guidance You cannot rely on taking chilled food temperatures by reading the temperature display. You need an independent method such as thermometers within each unit.

Observation I was pleased to see you were able to limit bacterial growth by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

Unfit food

Information High risk items bear a use by date. You must not sell, use or intend to sell such items and should ensure you have checks in place to remove these from use.

Poor Practices

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

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:

- Bar floor
- Bar shelves where glasses upturned.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- Inside fridges

Cleaning Chemicals / Materials / Equipment and Methods

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.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- Bar inadequately lit so cannot see to clean. Provide a light in this area.

Pest Control

Observation I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. 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 You are a low risk business and do not have a food safety management system . You still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and handover diary etc. I have sent you a simple HACCP sheet aimed for small wet pubs.

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Traceability

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

Infection Control / Sickness / Exclusion Policy

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

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

Observation Please find your certificate and have available for inspection.
Free allergen training is available on the website www.food.gov.uk

Allergens

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

HEALTH, SAFETY AND WELFARE

Contravention As discussed in the covering letter please ensure all seats are maintained in a sound condition.