



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:	01/09/2022
Risk rating reference:	22/00463/FOOD
Premises reference:	20/00150/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	Main Kitchen, Storeroom
Records examined:	Temperature Control Records, Cleaning Schedule, SFBB
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
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 Food was not protected from general sources of contamination:

- cutting boards were badly scored and need replacing
- yellow and red cutting boards were stored to close together on work surface
- open bag of rice in dry storeroom. Once opened food should be decanted into clean lidded plastic containers

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

Legal requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

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:

- eggs were being stored at ambient temperatures. It is a government recommendation that eggs are stored in the fridge
- high risk food was not being defrosted in the fridge

Legal requirement Frozen foods should be defrosted in such a way as to minimise the growth of pathogenic microbes or the formation of toxins in the food. Care must also be taken to make sure that any liquid that is released does not contaminate other foods.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- 8 x sirloin steaks were being stored beyond 'use by' date of 29/8
- 2 x packets of Brie stored beyond 'use by' date of 31/8
- cheeses stored beyond 'use by' date of 31/8 and 22/8

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::

- no date of when prepared on coleslaw
- 4 x loaves of bread stored beyond 'Best before' date of 28/8
- chicken granules stored beyond 'Best before' date of end of June 22
- chicken Bouillon stored beyond 'Best before' date of 7/22
- no date of when opened on double cream in 2 x door fridge
- no dates of 'use by' date on cup cakes stored in walk-in fridge
- par-baked rolls stored beyond 'Best before' date of 9/8
- baking powder stored beyond 'Best before' date of Feb 22
- prepared food in fridge stored beyond the 'use by' date you had given it

Recommendation do not store food in cardboard boxes as cardboard cannot be properly cleaned. Clean plastic containers are recommended

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:

- flooring underneath racking in walk-in fridge
- flooring underneath equipment
- floor/wall junctions
- walls behind equipment
- pipework
- doors to kitchen
- architrave to door
- electric sockets
- air vent to ceiling
- cobwebs were seen to high areas in cellar

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

- untreated mdf to structure housing chest freezer

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- condenser in walk-in fridge
- seals to fridges and freezers
- door and handle to walk-in fridge
- around interior top to chest freezers
- lid to chest freezer
- chest freezer needs defrosting and cleaning
- build-up of ice to undercounter fridge
- shelving to stainless steel tables
- legs/wheels to equipment
- food storage containers
- cutlery tray
- first aid boxes

- cleaning equipment

Maintenance

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

- split seals to fridges
- handle to chest freezer
- cover missing to light to extraction canopy

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

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.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers

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
- staff training is inadequate
- staff unaware of SFBB pack

Contravention The control methods you have put in place at the following critical control points are not sufficient:

- storing food beyond its 'use by' date
- cross-contamination

Recommendation Labelling perishable food with the date it must be used or discarded will help you rotate your stock and demonstrates you have effective controls in place.

Contravention The following are examples of where the documented Safe Methods in your SFBB pack said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do:

- it states in your pack that staff change upstairs
- it states in your pack that food is defrosted in the fridge

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- cleaning schedule
- suppliers list
- contacts list
- additional checks

Proving Your Arrangements are Working Well

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

- opening checks not done on day of inspection
- cooking temperature log not filled in
- you need to add all equipment to your cleaning schedule and method of how you clean it
- training list needs updating

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.

Training

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

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