



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	The Kings Arms
Address of food business:	Kings Arms 22 Hall Road Norwich NR1 3HQ
Date of inspection:	18/10/2022
Risk rating reference:	22/00537/FOOD
Premises reference:	15/00054/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	Cellar, Servery, Main Kitchen
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Public House

**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	<b>10</b>	15	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30
<b>Your Total score</b>	0 - 15	20	<b>25 - 30</b>	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	<b>10</b>	15	20	-
<b>Your Rating is</b>	5	4	<b>3</b>	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** You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging.:

- brown cutting board was badly worn and needs replacing
- used paint brush stored in front of microwave

#### Hand-washing

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

- wash hand basin was obstructed
- no soap or hygienic towel to wash hand basin behind bar

**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

**Information** Handwashing is required:

- before handling ready-to-eat food
- after touching raw food including eggs and its packaging, including unwashed fruit and vegetables
- after a break/smoking
- after going to the toilet
- after cleaning
- after removing waste
- after blowing your nose

### Personal Hygiene

**Contravention** The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- no protective clothing was being worn when preparing foods. However an apron was found and made available for the kitchen

**Legal requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

### Temperature Control

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- cold foods, i.e filled rolls for service, were being kept above 8°C for over 4 hours

**Information** Picked eggs were noted stored at room temperature. The manufacture's recommendation is that such products are refrigerated once open

**Legal Requirement** If you rely on selling cold food (displayed over 8 °C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

### 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 dates on open foods of when to be used by in the fridge

**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.

## **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 behind bar
- pipework behind bar

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

- bare edge to shelving housing microwave lid to bin in kitchen
- bare edge to shelving behind the bar

**Recommendation** Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

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

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

- lid and handle to bin

### **Cleaning Chemicals / Materials / Equipment and Methods**

**Observation** I was pleased to see 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:

- damage to flooring in kitchen

- cracked and broken tiles
- loose covering to floor/wall junctions
- damage to units

**Recommendation** the kitchen is starting to look tired, some work tops are worn, units damaged. I recommend you consider planning an upgrade

#### 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. 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

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

**Recommendation** You had a checklist for your food business. However I recommend that you keep records of temperatures of your fridges and freezers and compile a cleaning schedule to include all equipment

#### Food Hazard Identification and Control

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

- storing prepared foods at ambient temperatures for more than 4 hours

#### Traceability

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

#### Infection Control / Sickness / Exclusion Policy

**Guidance** UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

## Training

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

- did not know how long to stay off work after illness.

**Recommendation** A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**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](http://www.norwich.gov.uk)

## Allergens

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