



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Unthank Arms
Address of food business:	149 Newmarket Street Norwich NR2 2DR
Date of inspection:	09/02/2023
Risk rating reference:	23/00144/FOOD
Premises reference:	11900/0149/0/000
Type of premises:	Public House/Bar
Areas inspected:	All
Records examined:	SFBB, Temperature Control Records, Training Certificates/records, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Public House with meals

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 Hygiene Rating Re-Scoring Visit

Date: 14 November 2023

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 4 – a good standard



Observation I was pleased to see that:

- Shelving had been replaced in the fridges
- Split seals to the fridges had been replaced
- Doors to the kitchen had been painted
- Ceiling had been repaired in the rear storeroom

Contravention the following items require attention:

- Eggs were being stored at ambient temperatures
- Personal belongings i.e mobile phone on food work surface
- Unlabelled food i.e pork in chest freezer
- Open sacks of potatoes were being stored on the floor
- Cutting boards stored touching
- Seals to fridge dirty
- Lid to bin in storeroom dirty
- Cling film dispenser dirty
- Electric switch to wall in storeroom dirty
- Wall near light switch in kitchen dirty
- Build up of ice to chest freezer

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 2 - improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

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:

- loaves of bread were loose in the chest freezer.

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.

Poor Practices

Contravention Door left open to back yard and fly chains held out of the way, permitting access by pests.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

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

- the floor in the small store room across the rear yard.

Cleaning of Equipment and Food Contact Surfaces

Contravention

- Hand contact surfaces such as fridge and freezer door handles, and microwave handles were dirty. This can also indicate inadequate handwashing. These should be cleaned and disinfected frequently throughout the day.
- Door hinges of fridge units had a build up of grime. Deep clean the fridge units, and maintain in a clean condition.
- The back door to the kitchen was very dirty. Thoroughly clean.

Maintenance

Contravention

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

- drains are blocked, these was discharge residue over the external yard
- floor surface damaged in the small stock room.
- floor surface ripped under dishwasher
- green chopping boards
- microwave

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 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 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 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

Training

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.