



**Public Protection (food & safety)**  
**Food Premises Inspection Report**

Name of business:	Red Lion
Address of food business:	Red Lion 52 Eaton Street Norwich NR4 7LD
Date of inspection:	31/03/2023
Risk rating reference:	23/00306/FOOD
Premises reference:	08/00023/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	All
Records examined:	SFBB, FSMS, Temperature Control Records, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Large Public House with restaurant.

**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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 4 - a good standard



### 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:

- Insectoutor was sited above clean crockery. This was attended to straight away when brought to your attention

**Observation** I was pleased to see you were generally able to demonstrate effective controls to prevent cross-contamination.

**Observation** I was pleased to note you employed the services of a business that removes deep scratches from your colour co-ordinated chopping boards. This helps to remove risk of embedded contaminants surviving your cleaning and disinfection procedures.

## Hand-washing

**Recommendation** Keep a waste bin near the wash-hand basin

## **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:

- around equipment feet
- behind and under equipment

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

- chipped dented wooden architrave
- mdf or chipboard shelves
- cut ends of plastic coated shelving

### Cleaning of Equipment and Food Contact Surfaces

**Observation** You had dedicated equipment for the preparation of raw and for ready-to-eat foods.

### Maintenance

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

- tiles are broken, holed, chipped ungrouted or missing
- floor surfaces damaged
- paintwork worn or peeling
- worktops damaged or blown
- water damage to ceiling in washing up area. I was informed that there is minor water leak from the flat roof to the rear of your premises. You informed me this only happens during heavy periods of rain
- damaged seal and rust to base of a bulk freezer.

**Information** I was pleased to note that you have employed the services of a roofing contractor to carry out major works to the rear flat roof to prevent it from leaking. A copy of the contractors quote was made available during my visit. I was given assurances the works are high priority and will be attended to very soon. I acknowledge that the building is listed and difficult to maintain/repair some parts of the building.

## 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.

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises.

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

### Type of Food Safety Management System Required

**Observation** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

**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 as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

### Proving Your Arrangements are Working Well

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

- training records / supplier lists
- you need to regularly audit your SFBB pack and ensure it is easy to follow for your staff. I noted many loose pages and documents with your HACCP bundle making it difficult to navigate.

### Traceability

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

### 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.

## Allergens

**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.