



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	The Weavers Arms
Address of food business:	2 Muspole Street Norwich NR3 1DJ
Date of inspection:	15/08/2023
Risk rating reference:	23/00613/FOOD
Premises reference:	23/00154/FD_HS
Type of premises:	Public House with catering
Areas inspected:	Cellar, Prep Room, Main Kitchen
Records examined:	Temperature Control Records, FSMS, Cleaning Schedule
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 Hygiene Rating Re-Scoring Visit**

Date: 26 September 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



Inspectors notes:

**Observation** I was pleased to see the following:

- wash hand basins had been fitted in the kitchen and outside
- food storage containers were now being stored on shelves
- food was being stored off the floor
- new seals had been fitted to the fridge
- sous-vide was no longer done on the premises
- vac packing procedures i.e storing food for 10 days were now in place
- the food preparation rooms had undergone a deep clean
- cellar walls had been covered

**Contravention** the following items require attention:

- vac packers for raw and ready-to-eat foods were being stored together

**Contravention** The following are examples of where your documented procedures 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 prepared foods should be stored for 3 days i.e day of production plus 2 days. You were storing prepared foods for longer i.e 5 days

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

Your Food Hygiene Rating is 2 - improvement is necessary



## 1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. 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)**

### 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.:

- food storage containers and lids were being stored directly on the floor
- bag of potatoes was being stored on the floor

**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.

### Hand-washing

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

- the sink dedicated for hand washing in the kitchen was being used for cooling down vac packed foods

**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.

**Legal Requirement** An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

### 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:

- food handlers were wearing watches

### Temperature Control

**Contravention** The following evidence indicated there was a risk of harmful bacteria remaining in cooked food or reheated food:

- food is not heated to a high enough temperature.
- vac packed foods were being stored above 3°C for more than 10 days

**Information** If you decide to carry out sous vide cooking you should use specialist equipment including a water bath, calibrated sous vide thermometer and food grade pouches. You must ensure that when vacuum packing you follow the manufacturer's instruction for using the machine and avoid air bubbles in the pouch. It is recommended that sealed packs should be stored below 3°C, labelled and used within 10 days. The water bath should be preheated and the temperature set to 2.5°C above the target temperature of the food to achieve the correct core temperature. Sealed packs should be completely submerged and the water bath should not be overloaded or run dry. Time/temperatures must be monitored and should achieve at least 60°C for 45 minutes, 65°C for 10 minutes or an equivalent time temperature combination. If cooking to below 60°C you must verify your safe methods, this can be achieved by microbiological predictive modelling and/or product testing; the Institute of Food Research can assist you with this [www.ifr.ac.uk](http://www.ifr.ac.uk).

**Information** I have attached vac-packing documents for your information

**Recommendation** The core temperature of cooked and reheated foods should reach 75°C for 30 seconds or an equivalent time and temperature combination.

### Unfit food

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

- pastry sheets were being stored beyond the 'Use by' date of 7/8
- pastry sheets were being stored beyond the 'Use by' date you had given it of 39/7

**Guidance** If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before it becomes unsafe. In practice foods should be frozen at least a week before the USE BY date and when defrosted labelled with a date so that it is used within 2 days.

**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 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 (an exception is cooked rice which should not be kept longer than 24 hours)

### 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:

- storing vac-pack foods for 14 days
- storing prepared foods for longer than the recommended 3 days i.e 1 day production plus 2

## **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:

- floor/wall junctions
- around equipment feet
- behind and under equipment
- ceiling above oven
- wheels to equipment
- pipework
- ceiling to cellar

### Cleaning of Equipment and Food Contact Surfaces

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

### Cleaning Chemicals / Materials / Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- food handler unaware of contact time of sanitizer

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

**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:

- split seals to fridges
- split food storage container
- wall to cellar

### Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

### Pest Control

**Recommendation** Install the Electric Fly Killer in a suitable position away from natural light sources and food and food preparation surfaces and keep it clean

## **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

**Contravention** The food safety management system you have in place is not suitable given the food risks associated with your business. You need to implement a bespoke HACCP system covering higher risk activities not covered in simpler systems such as Safer Food Better Business.:

**Recommendation** MyHACCP is a free web tool that will guide you through the process of developing a food safety management system based on Hazard Analysis and Critical Control Point (HACCP) [www.myhaccp.food.gov.uk](http://www.myhaccp.food.gov.uk)

## 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:

- staff training is inadequate
- staff unaware of procedures for vac packing

**Contravention** You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria growing on food
- bacteria surviving in cooked food

**Contravention** Your food safety management system is not adequate in its scope and/or is not sufficiently detailed. Ensure your food safety management system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

- vac-packing procedures
- sous vide procedures

**Information** Please note that as the food business operator the onus to demonstrate that food has been produced safely is on you and you must therefore thoroughly research processes when carrying out high risk activities eg such as vacuum packing, sous vide, canning, addition of salt or other preserving agent, air drying, addition of salt/other preserving methods and high risk uncooked or lightly cooked food of animal origin (e.g. raw meat dishes, carpaccio, sushi, rare burgers etc).

## Proving Your Arrangements are Working Well

**Contravention** The following are needed in order to demonstrate your food safety management system is working:

- shelf life stability records
- staff training records

**Contravention** The following matters demonstrate your Food Safety management system is not working as it should

- your procedures were saying one thing but you were doing another. It states in your pack that chilled foods prepared on the premises should be stored for 3 days. Day of cook plus 2 days.
- cooked foods that are vacuum packed should be stored for 5 days. Day of cook plus 4 days

**Information.** As you are a new business you have been given the benefit of the doubt despite your food safety management system not fully complying with the law. You must act on this now as your hygiene rating score will be reduced to a maximum of 1 if there is a similar situational at the next visit

### 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 the critical temperature for cooking foods
- were unaware of the contact time for the sanitiser
- were using poor food storage practices

**Recommendation** A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

**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)

**Recommendation** If you introduce new processes you must ensure that staff are adequately trained and you should keep a record of this.