



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Britons Arms
Address of food business:	9 Elm Hill Norwich NR3 1HN
Date of inspection:	29/01/2024
Risk rating reference:	24/00066/FOOD
Premises reference:	21/00271/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom
Records examined:	Pest Control Report, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	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
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 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 Food was not protected from general sources of contamination

- open bags of dried ingredients stored in the store cupboard. Provide smooth plastic or metal, rodent proof containers with tight fitting lids for the storage of dried foods
- the underside of stacked containers in contact with open food below
- cutting board badly scored and needs replacing
- open uncovered foods stored in fridges
- cloth stored on pastry lids
- ice scoop stored in ice, this should be stored in a separate lidded container
- miscellaneous items were being stored above open foods on the shelf
- raw eggs were being stored above open foods
- food i.e a box of tomatoes 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::

- staff were not seen washing their hands when I visited
- no wash hand basin behind servery

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.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Recommendation It is a government recommendation that eggs are stored in the fridge

Unfit food

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

- black pudding 'Use by' 22/1
- prepared potatoes 'Use by' 18/1

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 opened on strawberry jam in store cupboard
- no dates of when prepared on open foods in fridges

Recommendation Food i.e prepared potatoes and uncovered made custard was in poor condition and spoiled. Such foods should be removed and destroyed during daily checks

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. (An exception is cooked rice which should not be kept longer than 24 hours)

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. 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 were dirty and require more frequent and thorough cleaning:

- shelving in store cupboard
- flooring
- flooring underneath equipment
- floor/wall junctions
- shelving in servery
- ledge in servery
- mastick to sink
- cobwebs seen to lower walls behind equipment
- cooker canopy and associated items (such as grease filters, and extraction ducting)

Cleaning of Equipment and Food Contact Surfaces

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

- food storage containers
- fridge and freezer seals
- fridge shelving
- interior bottom to fridges
- interior bottom to fridge door
- freezers need defrosting and cleaning
- hand contact surfaces
- microwave
- fridge and freezer handles
- towel dispenser
- shelving to tables
- shelving underneath panini grill
- panini grill
- container storing utensils
- probe thermometer

- kettle
- cutlery tray
- legs to equipment
- wheels to equipment

Maintenance

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

- light to extraction canopy
- freezer door
- food storage containers
- split seals to fridges/freezers
- top to fridge cabinet

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- there are insufficient or inadequate hand washing facilities especially to the servery

Legal requirement An adequate number of washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water.

Pest Control

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

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)**

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

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
- cross-contamination

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:

- your pickling processes

Proving Your Arrangements are Working Well

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

- daily diary. These had lapsed since 11/9/23
- cleaning /clear and clean as you go
- cleaning schedule
- cross contamination/physical or chemical contamination
- personal hygiene /handwashing

Contravention You had no written evidence that you were following any of the Safe Methods or any other written procedures nor provide/show any appropriate records to demonstrate control measures are effective such as temperature records i.e cooking or chilled food temperatures etc.

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.

Recommendation Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

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.

Allergens

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