



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Freemasons Arms
Address of food business:	27 Hall Road Norwich NR1 3HQ
Date of inspection:	18/01/2024
Risk rating reference:	24/00067/FOOD
Premises reference:	23/00121/FD_HS
Type of premises:	Public House with catering
Areas inspected:	All
Records examined:	SFBB, Pest Control Report, FSMS, Temperature Control Records, Training Certificates/records, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Public House with food service

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 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 a risk of contamination with dirt or foreign objects:

- The green plastic to the handle of food tongs was damaged cracked and split.

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination between raw and ready to eat food.

Hand-washing

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

- A metal mixing bowl was found in the wash hand basin.

Temperature Control

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

- High risk food was found in the refrigerator at a temperature of over 8°C

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:

- Hand contact surfaces on the microwave oven and upright fridge and the underside of the soap dispenser.
- Wall surface to the rear of the deep fryer.

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

- The painted surface of the ceiling over the food preparation area was damaged and flaking and could not be effectively cleaned.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- Deep fryers were stained with burnt-on grease
- Staining on the surfaces of dry store shelving

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

The food safety management system in place is suitable for the nature and scale of the food handling activities on the premises but at the time of my initial inspection it was not

capable of being demonstrated adequately by the member of staff in charge of the kitchen. You have a good track record. There are minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Observation Your food safety management system was in place and was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

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:

- Equipment not suitable for handling food because of risk of contamination with small pieces of plastic
- Deterioration of surface of ceiling over food preparation area presenting risk of contamination of food with particles of dried paint and not capable of being effectively cleaned
- Standards of cleaning not being effectively maintained.

Proving Your Arrangements are Working Well

Recommendation I would recommend that you investigate the capacity of the fridge to maintain a safe temperature at times of peak demand. You should also consider adjusting supervision of cleaning and reporting of deterioration of equipment / surface finishes of structure so that minor deterioration can be effectively dealt with satisfactorily.

Traceability

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

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

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.