



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:	11/09/2024
Risk rating reference:	24/00371/FOOD
Premises reference:	08/00023/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB, Temperature Control Records
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 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 3 - a generally satisfactory standard



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

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 was not covered in fridges and freezers
- the underside of stacked containers were in contact with open food below
- a tea cloth was being used to cover flour and bread crumbs
- electric fly killer stored above food preparation area/microwave
- cutting boards badly scored and need replacing

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

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

Hand-washing

Observation I was pleased to see hand-washing was well managed.

Personal Hygiene

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

Temperature Control

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

- high risk food was being left in the danger zone (8-63°C) for long periods of time
- a large amount of food was being stored in the cellar
- chips were being defrosted in the cellar
- it states in your SFBB pack that pork is cooked/reheated to 70°C
- it states in your SFBB pack that less than thoroughly cooked (LTTC) burgers will be cooked if asked for

Legal requirement You were not using a recognised method of processing such as 'sear and shave' to ensure a 4-log reduction in the numbers of harmful bacteria on beef used in burgers to be served less than thoroughly cooked (LTTC)

Guidance Serving less than thoroughly cooked (LTTC) burgers carries a greater risk of harmful bacteria not all being killed during the lower-temperature cooking (if, for instance, a burger meat patty were to become contaminated with harmful bacteria or if bacteria were allowed to grow on it)

Guidance Please make yourself aware of the dangers posed by E.coli 0157 particularly to the young and the elderly. Infection with E.coli 0157 can be fatal or result in kidney failure requiring lifelong dialysis

Guidance The Food Standards Agency has produced guidance on less than thoroughly cooked (LTTC) burgers which you can link to here <https://www.food.gov.uk/business-guidance/introduction-less-than-thoroughly-cooked-beef-burgers-guidance>

Legal requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

Legal requirement The cold chain is not to be interrupted. However, limited periods outside temperature control are permitted, to accommodate the practicalities of handling during preparation, transport, storage, display and service of food, provided that it does not result in a risk to health

Legal requirement Frozen foods should be defrosted in such a way as to minimise the growth of pathogenic microbes or the formation of toxins in the food. Care must also be taken to make sure that any liquid that is released does not contaminate other foods.

Recommendation. It is good practice to check the core temperature of cooked and reheated foods to ensure they reach required cooking temperatures (75°C for 30 seconds or an equivalent time/temperature combination).

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

Recommendation food in the chest freezer was stacked above the load line. Food should not be stacked above load lines as it may defrost and spoil

Unfit food

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

- sausages were being stored beyond their 'Use by' date of 10/9

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:

- opened/prepared food in fridge had no dates on of when opened or prepared

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 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:

- flooring behind and under equipment
- ceiling
- electric fly killer and tray
- floor/wall junctions
- top to floor/wall coving

- walls
- windowsill
- fly screens
- hand contact surfaces such as light switches and door handles
- cobwebs seen to high areas
- shelving behind bar
- flooring behind bar
- ceiling to cellar
- door to cellar

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- can opener
- cooker hob
- food storage containers
- fridge and freezer seals
- hand contact surfaces
- microwaves especially interior ceilings
- handles to microwaves
- fridge and freezer handles
- fridge and freezer doors
- interior to fridge doors
- hinges to fridge doors
- build-up of ice to chest freezer
- runners to hot cupboard
- legs to equipment
- wheels to equipment
- old date labels left on food storage containers
- fly killer and tray
- bins
- Safer Food Better Business (SFBB) pack

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that your cleaning materials, 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 and freezers
- damage to bottom of chest freezer
- damage to wall tiles
- holes in walls in food prep area
- flaking paint to high areas
- damage to step leading down to cellar

Facilities and Structural provision

Observation I was pleased to see that adequate facilities have been provided.

Pest Control

Observation I was pleased to see that the premises has adequate pest proofing against the entry of pests and that pest control procedures were in place.

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 Safer Food Better Business food safety management system you use does not cover some of the higher risk catering you are doing i.e Less than thoroughly cooked burgers (LTTC). You need to supplement the pack with additional HACCP based safe methods to cover all the types of catering you are carrying out.

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.

Food Hazard Identification and Control

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

- bacteria surviving in cooked good
- cross-contamination

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
- maintenance is poor

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- closing checks not ticked as completed for Tuesday10/9
- your SFBB pack was in disarray and needs tidying up, this was mentioned in your last report - the SFBB pack needs updating and reviewing to describe your current food practices

Proving Your Arrangements are Working Well

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

- 4-weekly checks
- cleaning / clear and clean as you go
- cleaning schedule
- cloths / cross contamination
- maintenance / pest control

Information Less than thoroughly cooked (LTTTC) burgers are cooked to a lower temperature meaning that pathogenic bacteria could survive the cooking step. Because of this, nearly all of the process steps needed to produce a burger (from farm to fork) become critical steps, which under HACCP principles requires setting critical limits, monitoring to ensure readings are within safe parameters, verification to ensure the effectiveness of monitoring procedures and review of the HACCP system. In the event of an outbreak, the failure of others to make these critical checks could result in your business' reputation suffering.

Training

Contravention The following evidence indicated there was a staff training need:

- standard of cleaning was poor
- food handlers were exhibiting poor food hygiene practices

Allergens

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