



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:	22/01/2025
Risk rating reference:	25/00074/FOOD
Premises reference:	21/00271/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Servery, Storeroom, Dry Store, Main Kitchen
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Small restaurant/ cafe

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
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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. You are failing to apply some of the controls needed to prevent cross-contamination. 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 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:

- not all food was covered in the fridge and in dry storage
- miscellaneous clutter due to poor housekeeping
- personal items (such as mobile phones) close to food in food areas

- recently cooked quiches were cooling on shelves immediately below the ovens and were at risk of dirt and contamination dropping on to them

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.

- A delivery was placed and it was placed on the worktop immediately inside the door next to the area where food was being prepared
- the electric fly killer was immediately above shelves of clean storage containers
- the cutlery in the servery was stored in dirty trays

Hand-washing

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

- the hot water in the kitchen wash hand basin was too hot for comfortable hand washing
- the wash hand basin was obstructed when we arrived with a bowl of prawns thawing in a basin

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

Guidance Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Handwashing should include the following steps:

- * wet hands before applying soap
- * good hand rubbing technique
- * rinsing of hands
- * hygienic drying

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:

- best hand-washing practices were not observed

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it did not conform to food safety requirements:

- There were a number of foods in the fridge that had passed the use by date that you had applied to them.

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:

- Open items such as chilli sauce and jar of capers were stored in the dry store and had not been refrigerated after opening (as specified by the manufacturer)

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. Improvements are needed in hand and/or equipment washing facilities. 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:

- electric fly killer and tray
- floor wall junctions
- hand contact surfaces such as light switches and door handles
- flooring underneath equipment
- floor wall junction
- oven surround

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

- unsealed wooden structures
- cut ends to wooden shelving

Information Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

Recommendation Remove redundant items and equipment from food rooms.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- serving tongs/ spoons
- fridge and freezer handles
- cutlery trays
- shelving in servery
- servery work surfaces

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:

- touch points were dirty (light switches, door handles etc)

- you are not cleaning often enough
- cleaning cloths used for different purposes (e.g. dirty and clean jobs)

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- insufficient or poorly sited wash hand basins - none behind servery
- insufficient storage space

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. 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
- staff training is inadequate

Proving Your Arrangements are Working Well

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

- cleaning schedule
- Daily Diary - being completed when safe methods not being followed
- personal hygiene / handwashing

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

- cleaning schedule
- probe calibration records
- staff training records

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- were not aware of the food safety management system
- were using food that was passed its USE BY date
- were using poor food storage practices