

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Wig & Pen Public House
Address of food business:	Wig And Pen 6 St Martin At Palace Plain Norwich NR3 1RN
Date of inspection:	12/02/2025
Risk rating reference:	25/00138/FOOD
Premises reference:	15650/0006/0/000
Type of premises:	Public House/Bar
Areas inspected:	Basement, Yard, Back of House, Cellar, Main Kitchen, Dry Store
Records examined:	SFBB, Pest Control Report, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Public house

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 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 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:

- defrosting cod had been placed underneath the sink
- raw chopping boards touching ready to eat boards
- ice scoops left on top of the ice machine units
- cling film dispenser dirty
- ice machine dirty

Hand-washing

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

- the wash hand basin was obstructed

Temperature Control

Legal Requirement Where food is to be held or served at chilled temperatures it must be cooled as quickly as possible after cooking to a temperature which does not result in a risk to health

Legal Requirement Frozen foods should be defrosted in such a way as to minimise the risk of growth of pathogenic micro-organisms or the formation of toxins in the food. Care should also be taken to ensure any liquid released does not contaminate other foods.

Guidance You cannot rely on taking chilled food temperatures by reading the temperature display on the refrigeration unit. You need an independent method that is clearly related to the actual food temperature.

Unfit food

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

- 2 packs of mince beef
- rolled cooked turkey

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:

- sauces and food products in the fridges and freezers not labelled
- drinks in the cellar stored on the floor

Recommendation ensure HACCP labels are applied on products which are stored in the freezers, with the correct information filled in. Any products which will be stored for longer than 7 days should also have a HACCP label. Ensure manufacturer's shelf life information is read carefully before applying the correct label to the product.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- build up of grease found around the extraction canopy
- cling film dispenser dirty
- oven stove top
- ice machine seal and inside the unit
- mould on the walls and ceiling in the cellar

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

- tape had been put in place for the broken fridge handle

Maintenance

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

- fridge and freezer door seals split
- upstairs freezer lid broken

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- no fly screens to the kitchen windows
- hole in the cellar wall

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Recommendation You can buy a printed copy of Safer Food Better Business or a diary refill pack via our website www.norwich.gov.uk/sfbb

Food Hazard Identification and Control

Contravention The following SAFE METHODS are missing from your Safer Food Better Business pack:

- Wednesday opening checks missed

Proving Your Arrangements are Working Well

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

- 4-weekly checks

- chilling down hot food / freezing / defrosting
- daily diary
- probe calibration records

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.

By using a normal diary you were failing to SIGN OFF at the end of each day; had nowhere to record that opening and closing checks had been done; were not reminded to record NON CONFORMATIES and to review your management system every 4-weeks.

Observation Your SFBB packs is out of date. ensure you download and fill in your pack where required.

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

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: www.norwich.gov.uk

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

Allergens

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

HEALTH, SAFETY AND WELFARE

Contravention The following matters did not meet the requirements of the Workplace (Health, Safety and Welfare) Regulations 1992:

- long length gauntlets and waxed apron were not provided for when staff carry out the beer line cleaning

Contravention The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall:

- edges of steps leading down to the cellar not highlighted in a contrasting colour

Contravention The following matters exposed staff and/or the public to the risk of asphyxiation from bottled gases:

- Co2 alarm has been placed inside the cellar