

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Pig And Whistle
Address of food business:	2 - 8 All Saints Green Norwich NR1 3NA
Date of inspection:	17/11/2021
Risk rating reference:	21/00355/FOOD
Premises reference:	21/00311/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	Cellar, External Store, Back of House, Servery
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pub, wet sales only and wrapped shelf stable snacks

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 4 - a good standard



1. Food Hygiene and Safety

Food Hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

Contamination risks

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

Observation No open food is prepared. You sell drinks and wrapped snack.

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.

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:

- Floor and high level areas in bottle store
- Wash up floor and walls
- Corridor floors

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

- MDF or chipboard shelves in wash up.

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was generally kept clean and that your cleaning materials, methods 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:

- Replace mildewed mastic to rear of Wash Hand Basin.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- Inadequate light in bottle store- a light must be provided
- The bottle store has been created in the previous yard area. Now that this is a food room the manhole cover in place is inadequate. This must be replaced by a suitable double sealed cover to prevent the release of odour or flooding of this area.
- Work tops and shelves in wash up are chipboard/MDF and dirty and cannot be cleaned
- The mens and ladies WC windows open directly into the bottle store, as they did when this was a yard. Now that this is a food room this is unsuitable, and you must ensure that alternative means of ventilation to the toilets are provided, and these windows remain shut. Some form of mechanical ventilation might be appropriate.

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.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. You are progressing towards a written food safety management system. 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 You are a low risk business and are already maintaining some records such as cleaning and beer line cleaning. In order to complete your food safety management system I suggest you use the Safer Food Better Business Retail pack, as the Catering pack is not appropriate. You still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, and handover diary etc.:

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:

- the premises structure is unsuitable

Traceability

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

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.

Infection Control / Sickness / Exclusion Policy

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

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern::

- Cellar stairs need extended handrail/ grab to cover the top area of the staircase.