



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	The York
Address of food business:	1 Leicester Street Norwich NR2 2AS
Date of inspection:	20/10/2024
Risk rating reference:	24/00432/FOOD
Premises reference:	24/00105/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	Storeroom, Main Kitchen
Records examined:	Temperature Control Records, Cleaning Schedule, Pest Control Report, Training Certificates/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
<b>Your Total score</b>	0 - 15	20	25 - 30	<b>35 - 40</b>	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	<b>15</b>	20	-
<b>Your Rating is</b>	5	4	3	<b>2</b>	1	0

Your Food Hygiene Rating is 2 - improvement is necessary



### 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:

- scoops stored in dried ingredients
- food i.e flour stored in open bags
- uncovered foods stored in fridge
- uncovered skewers stored in back kitchen

**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

### Hand-washing

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

- the wash hand basin behind the bar was obstructed
- a tea towel was being used for drying hands, use paper towels as this is more hygienic

**Legal requirement** Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

### 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:

- staff were not using the wash-hand basin regularly

**Legal Requirement** Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- After using the toilet
- After handling rubbish;
- After smoking;
- After taking a break;
- After handling raw food

### Temperature Control

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

- cooked prepared foods were being left to cool at ambient temperatures for long periods of time. This slows down the cooling process and presents ideal conditions for food poisoning bacteria to grow

**Legal requirement** Hot food which is to be cooled before storage or sale must be cooled as quickly as possible before being placed in the refrigerator

**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.

**Recommendation** Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by decanting into several smaller shallow containers

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

### Poor practices

**Contravention** The following prepared foods had passed the date you had assigned them contrary to your own documented procedures:

- kale stored beyond 'Use by' date of 15/10
- herb butter stored beyond 'Use by' date of 9/10
- butterscotch sauce stored beyond 'Use by' date of 19/10
- butternut squash stored beyond 'Use by' date of 19/10
- red cabbage stored beyond 'Use by' date of 19/10
- mash stored beyond 'Use by' date of 19/10
- muscles stored beyond 'Use by' date of 19/10
- anchovies stored beyond 'Use by' date of 19/10
- tapenade stored beyond 'Use by' date of 19/10
- garlic butter stored beyond 'Use by' date of 28/9
- new potatoes stored beyond 'Use by' date of 19/10
- onion chutney stored beyond 'Use by' date of 19/10
- spring onions stored beyond 'Use by' date of 19/10
- radicchio stored beyond 'Use by' date of 19/10
- sriracha dressing stored beyond 'Use by' date of 19/10
- celariac and garlic puree stored beyond 'Use by' date of 19/10
- red onion stored beyond 'Use by' date of 19/10
- cooked rice stored beyond 'Use by' date of 19/10

**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 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)

**Contravention** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- no date of when taken out of freezer on pancetta in fridge
- no date of when opened on soft cheese in dairy fridge
- no 'Best before' dates on open herbs and spices

**Guidance** If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food

when you have defrosted it to ensure it is used before the USE BY date and when defrosted labelled with a date so that it is used within 2 days

**Guidance** It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed its 'best before' date could be of a reduced quality so you must check it is OK before you use it.

## **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. 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:

- flooring underneath and behind equipment
- floor/wall junctions
- doors
- threshold
- walls
- window frames
- door surrounds
- pipework
- wall tiles
- top to wall tiles
- grout to wall tiles
- grill to door air vent
- light switches
- cobwebs seen to high areas
- flooring behind bar
- walls behind bar

**Information** Covering surfaces with aluminium foil leads to a potential contamination risk as the foil breaks up into smaller pieces.

### **Cleaning of Equipment and Food Contact Surfaces**

**Contravention** The following items are dirty and must be cleaned::

- fridge and freezer seals
- fridge shelving
- underneath soap dispensers
- underneath towel dispensers

- interior bottom to fridges
- crates where flour is stored
- shelving to stainless steel tables
- legs to equipment
- wheels to equipment
- work surfaces to back kitchen
- hob to cooker
- guard to cooker
- filters to extraction canopy
- electric fly killer and tray
- brooms
- mop bucket
- hand contact surface (such as fridge handles, cooker knobs, light switches and sink taps)
- interior to microwave

### 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:

- surface sanitisers do not conform to British Standards EN 1276:1997 or BS EN 13697:2001

**Information** Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

**Recommendation** I recommend that items such as mops, buckets and brooms are stored in an area, room or cupboard separate from a food preparation or storage area so that the risk of food contamination is minimised

**Information** Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

### Maintenance

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

- chipped paintwork to walls
- chipped paintwork to door surrounds
- holes to walls
- holes to ceiling
- broken and cracked tiles to walls
- split seals to fridges

- damage to fly screen
- damage to interior and door to microwave
- tiles missing to wall
- pooled water to cellar. You informed me that there was a blockage to the sump

### Pest Control

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises.

**Recommendation** provide fly screens to openable windows and external doors in rooms in which food is prepared and handled

### **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

**Information** As you are a new business you are permitted the flexibility of extra time to get your food safety management system up to the minimum legal requirements. You must act on this now as your food hygiene rating score may be reduced to a maximum of 1 if the food safety management system does not fully meet the legal standard by the time of the next statutory inspection.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers and could demonstrate effective systems for controlling bacterial growth and survival.

#### 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 hygiene and training is inadequate

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

- bacteria growing on food

**Contravention** The following Safer Food Better Business SAFE METHODS are incomplete:

- Chilling
- Cleaning
- Cooking
- Cross-contamination

**Information** Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

### Proving Your Arrangements are Working Well

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

- cleaning schedule. Your cleaning schedule/checklist had been initialed as done and checked
- training records / supplier lists
- opening checks not ticked as done on day of inspection

### 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

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

- standard of cleaning was poor
- food handlers were not sufficiently knowledgeable about food hygiene
- storing food beyond its 'Use by' date

**Observation** I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available. However more training is needed in the areas outlined above

**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.



