



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Coachmakers Arms
Address of food business:	Coachmakers Arms 9 St Stephens Road Norwich NR1 3SP
Date of inspection:	29/01/2025
Risk rating reference:	25/00099/FOOD
Premises reference:	15820/0009/0/000
Type of premises:	Public House/Bar
Areas inspected:	Dry Store, Yard, Cellar, Main Kitchen, Back of House
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pub serving food

**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.

<b>Compliance Area</b>	<b>You Score</b>					
Food Hygiene and Safety	0	5	<b>10</b>	15	20	25
Structure and Cleaning	0	5	10	<b>15</b>	20	25
Confidence in management & control systems	0	5	<b>10</b>	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:

- jacket potatoes in the fridge had not been covered
- raw eggs had been stored next to ready to eat wraps on the worktop
- cloth which had been placed under the chopping board was found dirty
- chopping boards badly scored and damaged
- mould and debris was found inside the ice machine

- inside the fridges and freezers were dirty
- front of house bar shelving units sticky and dirty
- cellar beer pipes dirty
- build up of grease and debris was found inside and around the extractor canopy
- chef on duty had not been seen washing their hands after preparing and cooking the meals
- 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.

**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:

- raw chopping board was touching the ready-to-eat chopping boards on the rack

**Recommendation** Use silicone board mats to stabilise your cutting boards (not tea towels or cloths). These can be placed in the dishwasher and /or can be sterilised.

### Hand-washing

**Recommendation** After washing hands food, handlers should turn the taps off using paper towel to prevent them from re-contaminating their hands

### Personal Hygiene

**Information** Taps can re-contaminate hands after washing. First dry your hands with a clean paper towel and then use the towel to turn the tap off

### Temperature Control

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

- food temperatures were not being monitored

### 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:

- several opened food products in the fridges and freezers had not labelled
- several findings from the previous inspection had not been fixed or put in place

## **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:

- around equipment feet
- behind and under equipment
- ceiling
- extraction canopy
- floor wall junctions
- hand contact surfaces such as light switches and door handles
- high level cleaning
- walls, particularly behind food preparation surfaces
- significant amount of mould was found in the cellar on the walls, ceiling, and on the extractor fan unit
- inside the fridges and freezers

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

- ceiling
- floors
- walls

**Recommendation** Improve your housekeeping.

## Cleaning of Equipment and Food Contact Surfaces

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

- can opener
- chopping boards
- cling film dispensers
- food storage containers
- fridge and freezer seals
- fridge shelving
- hand contact surfaces
- ice machine
- coffee machine
- kitchen bins
- mop buckets
- underneath and around the towel dispenser unit
- beer lines in the cellar dirty
- bar shelving units sticky and dirty

**Information** Please refer to [www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance](http://www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance)

## 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:

- the cleaning equipment was dirty, mop heads had been placed inside the mop bucket when not in use
- touch points were dirty (light switches, door handles etc)
- you are not cleaning often enough

**Recommendation** Ensure mop heads are being hygienically drained and not being stored inside the bucket, place the mops on the mop strainer.

### Maintenance

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

- freezer lids
- fridge and freezer door seals ripped

### Pest Control

**Contravention** Pest proofing is inadequate particularly in the following areas:

- holes in the internal wall and ceiling cladding were found outside the kitchen and cellar area
- damaged door fly screen in the kitchen
- blue pellets and mouse traps were found in the dry stock room above the cellar

**Recommendation** Ensure you are monitoring and recording your opening and closing checks in your SFBB Pack including any pest activity. Thorough checks should be carried out daily.

## **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)**

### Proving Your Arrangements are Working Well

**Contravention** The following matters are needed in order to demonstrate your food safety management system is working as it should:

- staff training records
- suppliers lists
- cleaning schedules
- cooking and reheating temperature records
- fridge and freezer temperatures
- probe calibration records
- daily records
- opening and closing checks

- 4-weekly checks

### Type of Food Safety Management System Required

**Contravention** The food safety management system you have in place is not suitable given the food risks associated with your business. You need to implement a bespoke HACCP system covering higher risk activities not covered in simpler systems such as Safer Food Better Business:

- your SFBB pack on site was found to be out of date

**Contravention** Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards:

- SFBB pack is out of date, ensure new SFBB pack is in place

**Recommendation** Contact us for details of our Safer Food Better Business workshops on 01603 989600 or visit our webpage [www.norwich.gov.uk/foodsafetytraining](http://www.norwich.gov.uk/foodsafetytraining) or you can buy a printed copy of Safer Food Better Business or a diary refill pack via our website [www.norwich.gov.uk/sfbb](http://www.norwich.gov.uk/sfbb)

### 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
- maintenance is poor
- the layout of the kitchen is poor and not conducive to good food hygiene practices and preventing cross contamination
- the premises structure is unsuitable, significant amount of damage was found on the ceiling and flooring inside the premises

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

- cross-contamination

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

- chilling
- cleaning
- cooking
- cross-contamination

**Contravention** The documented food safety management system you operate is inadequate as:

- you do not detail the frequency of monitoring checks
- the monitoring checks are inadequate
- your Safer Food Business Pack is out of date, ensure new pack is in place and being followed

**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:

- 4-weekly checks
- chilling / chilled storage / display of chilled food
- cleaning / clear and clean as you go
- cleaning schedule
- cloths / cross contamination
- cross contamination/ physical or chemical contamination
- food allergies
- maintenance / pest control
- personal hygiene / handwashing
- training records / supplier lists
- probe calibration
- acrylamide

**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.

### Traceability

**Contravention** You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate:

- suppliers list was missing

### Allergens

**Contravention** You are failing to manage allergens properly:

- you have not identified the allergens present in the food you prepare
- you have not adequately labelled the foods you are pre-packing for direct sale to your customers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised

**Recommendation** Ensure you have an up to date allergen matrix in place for the food

you serve.

Be sure you know exactly what your allergens are.

**Information** The Food Standards Agency has produced a chart that you may find useful [www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

## **HEALTH, SAFETY AND WELFARE**

Floor wood panels in the dry stock room above the cellar were found damaged and in poor repair, this could lead to a slip, trip and fall accident if not repaired

Ceiling leading towards the kitchen and in the dry store area above the stairs was in poor repair.

Top step in the bar area was found loose and coming away from the floor.

**Recommendation** ensure all findings are fixed and put in place as soon as possible, this will prevent any accidents occurring at your premises.