

Public Protection (food & safety)**Food Premises Inspection Report**

Name of business:	The Plough Inn
Address of food business:	58 St Benedicts Street Norwich NR2 4AR
Date of inspection:	22/01/2025
Risk rating reference:	25/00103/FOOD
Premises reference:	15340/0058/0/000
Type of premises:	Public House/Bar
Areas inspected:	Cellar, Back of House, Main Kitchen
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pub serving sausage roll and cheese boards

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 Hygiene Rating Re-Scoring Visit

Date: 07/05/2025

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

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 5 - a very good standard



Inspector's notes:

I was pleased to see that most of the issues identified at your previous inspection had been rectified with only some minor contraventions noted.

Food Hygiene and Safety

Contraventions:

- Ensure you are recording temperatures of the sausage rolls before putting them back in the fridge and that the temperature isn't over 8°C.
- Sausage rolls shouldn't be left out for more than 4 hours. If they have been out for 4 hours they must be kept in the fridge and served from the fridge after this.

Structure and Cleaning

Contraventions:

- Mould on areas of the cellar ceiling
- Areas of ceiling in poor repair

Confidence in Management

Contraventions:

- Ensure 4 weekly reviews are being completed and filled in in your Safer Food Better Business pack

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 1 - major 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:

- miscellaneous clutter due to poor housekeeping
- chopping board badly worn and scored
- fridges and freezers dirty

Hand-washing

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

- the wash hand basin was obstructed

- equipment was seen draining in the wash hand basin
- no means for hygienically drying hands were available, there were no disposable paper towels present in the kitchen to dry hands

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

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 wearing suitable protective clothing

Recommendation Ensure staff are wearing protective clothing, i.e apron, hair net or hat to protect food from cross contamination

Temperature Control

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

- food temperatures were not being monitored or recorded

Contravention The following evidence indicated there was a risk of harmful bacteria remaining in cooked food or reheated food:

- no records of cooking temperatures being recorded

Recommendation In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75°C for 30 seconds or an equivalent time/temperature combination, for example 80°C for 10 seconds.

Recommendation Put a fridge thermometer in each of your fridges or chillers. These will give you an independent reading of the air temperature inside the unit.

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:

- 1 pack of frozen beef burgers in the freezer was found past its use by date (30/7/2024)

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- frozen pack of beef burgers was found in the freezer past its use by date (30/7/2024)

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

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:

- stilton cheese had not been labelled
- pack of frozen beef burgers in the freezer past its use by date (30/7/2024)
- post mix drinks in the cellar found past their best before dates

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

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
- floor wall junctions
- high level cleaning
- walls, particularly behind food preparation surfaces
- mould was found 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:

- ceiling
- door
- walls

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- kitchen worktops
- oven top and inside the oven

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 sanitisers are not to BS EN 1276:1997 13697:2001 Standards
- contact time for surface sanitiser not observed

Information You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

Maintenance

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

- area around the boiler cupboard and pipes in the kitchen not covered up
- wall cladding damaged in the kitchen
- wall surfaces damaged in the kitchen and cellar
- floor surfaces damaged in the cellar
- woodwork damaged
- paintwork worn or peeling
- freezer lids
- fridge, freezer and ice machine door seals

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- holes in the internal wall cladding were found in the cellar

3. Confidence in Management

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food
- Identify the critical limits (what is acceptable and unacceptable)
- Monitor critical control points to ensure critical limits are met
- Keep appropriate records to demonstrate control measures are effective

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Recommendation Choose Safer Food Better Business as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

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 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
- pest control is inadequate
- the layout of the kitchen is poor and not conducive to good food hygiene practices and preventing cross contamination

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

- chilling
- cleaning
- cooking
- cross-contamination
- fridge and freezer temperatures

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
- chilling down hot food, freezing, defrosting
- cleaning, clear and clean as you go
- cleaning schedule
- cross contamination, physical or chemical contamination
- daily diary
- food allergies
- maintenance, pest control
- training records, supplier lists

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:

- no record of supplier list
- allergen matrix was not up to date

Recommendation Labelling all perishable food with a USE BY date will help you rotate your stock and demonstrates you have effective controls in place.

Infection Control / Sickness / Exclusion Policy

Contravention There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastrointestinal illness:

- staff that report these diseases must not work with food until they are 48 hours symptom free

Guidance UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

Training

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

- did not know how long to stay off work after illness
- did not know the critical temperature for cooking foods

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

Allergens

Contravention You are failing to manage allergens properly:

- you have not identified the allergens present in the food you prepare

Recommendation Ensure when preparing and making homemade cocktails on site that the allergen matrix is filled out

Observation There was no allergen information matrix present on site for the homemade cocktails that you prepared and make on site

HEALTH, SAFETY AND WELFARE

- Ensure a CO2 detector alarm system is installed for the subterranean cellar. Ensure the alarm is installed outside the cellar door.
- Ensure personal protective equipment is available for the beer line cleaning - long length wax apron, goggles and long length wax gauntlets