

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Cellar House
Address of food business:	2 Eaton Street Norwich NR4 7AB
Date of inspection:	02/10/2025
Risk rating reference:	25/00860/FOOD
Premises reference:	24/00171/FD_HS
Type of premises:	Public House with catering
Areas inspected:	All
Records examined:	FSMS, Cleaning Schedule, Temperature Control Records, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pub/restaurant serving local community

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 3 - a generally satisfactory standard



1. Food Hygiene and Safety

Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. (5)

Hand washing

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

- the hot water was too hot for comfortable hand washing at dedicated wash hand basins.
- equipment was seen draining in the wash hand basin

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

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. **(10)**

Cleaning of Structure

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

- hand contact surfaces such as light switches and door handles
- floor/wall junctions
- electric fly killer and tray
- ceiling
- around equipment feet

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

- rawl plugs and drill holes in wall
- flaking painted wall behind the food preparation surface
- chipped dented wooden architrave

Maintenance

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

- hot tap not secure at dedicated wash hand basin.
- freezer lids
- paint work worn or peeling
- wall surfaces damaged
- woodwork damaged
- wall cladding damaged
- tiles are broken, holed, chipped un-grouted or missing

Facilities and Structural provision

Legal Requirement An adequate number of wash-hand basins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- the external doors

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

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(10)**

Type of Food Safety Management System Required

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.

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 as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Proving Your Arrangements are Working Well

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

- training records / supplier lists
- cleaning / clear and clean as you go
- maintenance
- pest control/proofing

Information I was pleased to note that you had arranged an onsite meeting with contractors to carry out a refurbishment of the rear food handles kitchen and bulk freezer store. Please refer to my pre-inspection audit report for a more detailed breakdown of maintenance issues.

Observation/Information I was pleased to note that you had also fitted new fridge and freezer seals and attended to leaking equipment in main kitchen.