



# Food business establishment/food premises intervention report

Bakers Arms

Incomplete

## Actions

30

The Food Safety and Hygiene (England) Regulations 2013 Regulation 19 and The National Food Hygiene Rating Scheme

This is not a formal enforcement notice however it may contain matters which are legal requirements that need to be addressed in order to comply with the law. Legal requirements are highlighted in the actions section that follow any non-compliances highlighted in the report. Local authority enforcement officers have the right to enter premises without notice. They may also speak to employees and take photographs and samples. Following the visit the officer may in addition to this report provide verbal advice, send an action plan identifying breaches of legislation and/or serve legal notices formally requiring improvements or to prohibit certain practices, the use of premises and/or equipment.

## Trading name of premises

Bakers Arms

## Address

High Street  
Droxford  
Hampshire  
SO32 3PA

## Registered address (if different)

## Purpose of visit

Inspection

## Email

## Tel no.

## Date and time of intervention

29 Feb 2024 17:07 GMT

## Areas inspected

Kitchen, bar, stores, cellar, waste

## Key points discussed

Cleaning, date checks and labelling, outdoor food storage, documentation, allergens

## Type of business

Pub/Club

## Person(s) interviewed and position

Private & confidential

Name of current FBO:

Are food business registration details up to date?	Yes
PAP in place?	No
Was sampling undertaken?	No

**Documents and/or other records examined**

Safer Food Better Business manual	Food safety monitoring records	Pest control records
		Menu

**Risk Rating + Food Hygiene Rating Scheme**

This section of the report details the overall assessment of compliance of the business with food safety legislation, the food hygiene rating to be applied to the business if applicable and details of any follow up action to be taken by the local authority.

We use a scoring system that is used nationally to assess food businesses. We assess your business according to how it performs in three compliance areas. Your assessment follows the description of the compliance area:

<b>Previous Confidence in Management score</b>	5
<b>Food Hygiene - How hygienically the food is handled, prepared, cooked, reheated, cooled and stored</b>	15 - Inadequate implementation of some of the control measures required to prevent cross-contamination. Some major non-compliance with requirements for safe food preparation, cooking, re-heating, cooling or storage of food identified.
<b>Structure - The condition of the structure of the building, cleanliness, layout lighting, ventilation, pest control</b>	15 - Significant improvements needed in standard of structure and equipment cleaning, maintenance and repair, and in hand and equipment washing facilities. Poor design layout potentially leading to cross-contamination and to food safety being compromised. Major non-compliance with structural requirements (e.g. may be some damaged work surfaces, some significant dirt.) Evidence of pest activity or inadequate waste disposal provision.
<b>Confidence in Management - How the business manages what it does to ensure food is safe and how confident the officer is that standards can be maintained</b>	20 - Food safety management/ documented procedures inappropriate or inadequate or

little or no progress made since the last intervention. Significant hazards not fully understood and not all controls in place. Significant improvements in food safety procedures/ implementation of controls required. Some staff not suitably supervised, instructed and/or trained. Varying track record Some reluctance to recognise and accept need for food safety and hygiene controls.

Feedback given to:

Is the business within the scope of the FHRs?

Yes

Food Hygiene Rating Scheme

Your food hygiene rating is calculated from the overall assessment of performance scores awarded in the previous section. Your food hygiene rating has been assessed as:

1 - Major Improvement Necessary



Officer conducting assessment

Action to be taken by the local authority

Revisit to check compliance

Guidance for business

No

## Complaints, queries + The National Food Hygiene Rating Scheme safeguards for businesses

Further information, appeal, complaints and contact details

[Appeals, complaints, contacts and coments.pdf](#)



Winchester City Council    Monday-Thursday 8:30am -5:00pm  
City Offices                    Friday 8:30am -4:30pm  
Colebrook Street  
Winchester                      Tel: 01962 840 222                    eh@winchester.gov.uk  
SO23 9LJ                         Waste: 0300 300 0013

## What you need to do

The report details general observations on food safety and details any non compliance with food safety legislation found during the visit. Actions required of the business together with timescales for completion are noted in this section, together with any recommendations suggested by the inspecting officer.

Actions will be marked with the following prefixes:

L - Legal requirements, something you must do to comply with the law. It may be that there are alternative ways of complying, it is strongly recommend that you discuss these with the inspecting officer before implementing. A time limit will be set for compliance.

R - Recommendation, something that may help you but not strictly needed to comply with food legislation or is good/standard industry practice

N - Note, a comment or observation. No further action is required or expected.

And will be split into 5 categories:

H - Hygiene    S - Structure    C - Confidence in management    A - Allergy information (not forming part of your food hygiene rating)    H+S - Health and Safety

**Actions**

30 actions

Dry storage and control of shelf stable food / 1

L - Hygiene

**To do** | Due: 7 Mar 2024 18:19 GMT | Created by:

Ensure food items are protected against potential contamination by pests. You are storing bags and boxes of food items in an open area outside on outdoor shelving

Refrigerated, frozen storage + defrosting / 1

L - Structure

**To do** | Due: 4 Apr 2024 18:21 BST | Created by:

Repair or replace the split door seals to the kitchen fridges and upstairs freezers and maintain in a clean condition

Refrigerated, frozen storage + defrosting / 2

L - Structure

**To do** | Due: 8 Mar 2024 18:23 GMT | Created by:

Carry out a through clean and disinfection of the upstairs freezers and maintain in a clean condition as they were extremely dirty

Refrigerated, frozen storage + defrosting / 1

L - Hygiene

**To do** | Due: 7 Mar 2024 18:25 GMT | Created by:

Food items found past their manufacturers use by date in the fridge. Ensure daily date checks are carried out and any out of date food is disposed of

Refrigerated, frozen storage + defrosting / 1

L - Hygiene

L - Confidence in management

**To do** | Created by:

Discussion revealed you follow a date labelling system to determine when open/prepared food should be used by. I was told that the date on the label is the day of production. However there were items found past your in house 3 day shelf life,

food items with no label at all and also items dated with a future date. If you are to implement a date labelling system then you must ensure staff are following it correctly

Refrigerated, frozen storage + defrosting / 1

L - Hygiene

**To do** | Due: 7 Mar 2024 18:35 GMT | Created by:

Discard the damaged ice cream container as it presents a potential physical contamination risk of a shard of broken plastic in the ice cream

Refrigerated, frozen storage + defrosting / 2

L - Hygiene

**To do** | Due: 7 Mar 2024 18:37 GMT | Created by:

Ensure food items are covered e.g. with a lid or cling film before stacking another food container on top. Uncovered risotto had a gastro container stored directly on top

Refrigerated, frozen storage + defrosting / 3

L - Structure

**To do** | Created by:

Store food containers off of the floor in the fridge. These are taken from off of the floor and put directly onto a kitchen work counter

Refrigerated, frozen storage + defrosting / 1

L - Hygiene

L - Confidence in management

**To do** | Created by:

Ensure when freezing down food items with a manufacturers use by date, you write a frozen on date the item e.g. a sticker. This is also to determine the remaining shelf life of the item once removed from the freezer

Refrigerated, frozen storage + defrosting

**Are chilled food temperatures verified and recorded?**

Yes

Checked but not recorded

**To do** | Created by:

R - I recommend making a record of your fridge temperature when a check has been made. This can be recorded in your daily diary

Cooking and reheating

**What methods are used to ensure food is thoroughly cooked before further handling or service?**

Temperature Probe

Visual Checks

**To do** | Created by:

L C - If your process of checking if something is cooked is by using a probe, you must ensure it is working. Both probes in the kitchen were not working during my visit

Cooking and reheating / 1

L - Hygiene

**To do** | Due: 7 Mar 2024 18:59 GMT | Created by:

Clean and disinfect both of your kitchen probes and maintain in clean condition

Cooking and reheating

Private & confidential

Is the cooking temperature recorded?

No

To do | Created by [redacted]

R - I recommend making a record of a couple of high risk cooked food items throughout the day when a check has been made. This can be recorded in your daily diary

Pre-requisites / 1

L - Confidence in management

To do | Due: 14 Mar 2024 19:38 GMT | Created by [redacted]

Although you explained that two staff have received formal food hygiene training and the others who have not are supervised during their shift, further training is required focusing on the issues found during todays inspection.

Ensure staff are trained commensurate of their work activities. The SFBB pack is a great training tool to use

Pre-requisites / 1

L - Hygiene

To do | Due: 7 Mar 2024 19:06 GMT | Created by [redacted]

The blue roll holder at the kitchen wash hand basin was empty. Ensure there is a means of hygienic hand drying available at the wash hand basin for staff to dry their hands

Pre-requisites / 1

L - Hygiene

To do | Created by [redacted]

Carry out a thorough clean and disinfection inside the ice machine to remove the mould and maintain in a clean condition

Pre-requisites / 2

L - Structure

To do | Due: 8 Mar 2024 19:18 GMT | Created by [redacted]

The standard of low level cleaning in the kitchen was poor with a build up of dirt, rubbish, food debris and grease. Carry out a thorough low level clean of the floor paying particular attention to under the large pieces of equipment including the wheels

Pre-requisites / 3

L - Structure

To do | Due: 8 Mar 2024 19:19 GMT | Created by [redacted]

Clean the dirty shelf under the food wash sink and maintain in a clean condition

Pre-requisites / 1

L - Structure

To do | Due: 9 Mar 2024 19:21 GMT | Created by [redacted]

Clean the dirty baffle filters and surrounding canopy area and maintain in a clean condition

Pre-requisites / 2

L - Structure

**To do** | Due: 30 May 2024 19:21 BST | Created by:

Repair the damaged area of ceiling in the kitchen leaving the surface in a sound condition

Pre-requisites / 3

L - Structure

**To do** | Due: 4 Apr 2024 19:23 BST | Created by:

You have carried out works around the door to the walk in fridge. Restore the wall surface around the door to a sound easy to clean condition

Pre-requisites / 4

L - Structure

**To do** | Due: 14 Mar 2024 19:24 GMT | Created by:

Fit the door cover back to the loft ceiling hatch in the kitchen

Pre-requisites

### Waste disposal provision

Contract in place	Adequate arrangements for disposal of waste oil	Action
-------------------	---	--------

Biffa  
Bookers waste oil



Photo 71



Photo 72



Photo 73



Photo 74

**To do** | Due: 8 Mar 2024 19:25 GMT | Created by:

Carry out a clean of the bin yard and maintain in a clean condition

Pre-requisites / 1

Recommendation

**To do** | Created by:

I advise contacting your waste contractor to rectify the issues you are having with them regarding the frequency of waste removal

Pre-requisites / 1

L - Hygiene

L - Structure



**To do** | Due: 3 Mar 2024 19:30 GMT | Created by [redacted]

Carry out a thorough clean of your microwave to remove food splatter and maintain in a clean condition

Pre-requisites / 2

L - Hygiene

**To do** | Due: 14 Mar 2024 19:31 GMT | Created by [redacted]

Replace all of your chopping boards. They are badly scored and cannot be effectively cleaned

Food Safety Management System (FSMS) / 1

L - Confidence in management

**To do** | Due: 14 Mar 2024 19:32 GMT | Created by [redacted]

Sign off the safe methods completion records pages

Food Safety Management System (FSMS) / 2

L - Confidence in management

**To do** | Due: 14 Mar 2024 19:34 GMT | Created by [redacted]

Review and update your safe method pages pictured. You are no longer using complex equipment and you must list the food items it asks for rather than saying 'it changes'

Food Safety Management System (FSMS) / 1

L - Confidence in management

**To do** | Due: 14 Mar 2024 19:34 GMT | Created by [redacted]

Ensure staff have read through the SFBB safe methods relevant to their job role and then sign to say they have understood

Food Safety Management System (FSMS) / -1

L - Confidence in management

**To do** | Created by [redacted]

The completion of your SFBB diary records has lapsed. This must be filled in every day you are trading. You must also ensure that other staff members are trained to complete the records in the head chefs absence as there were some days that were missed