



Food report business establishment/food premises intervention

The Otter Inn

Complete

Actions

16

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

The Otter Inn

Address

The Otter
Boyatt Lane
Otterbourne
Winchester
Hampshire
SO21 2HW

Registered address (if different)

As above

Purpose of visit

Inspection

Email

Tel no.

Date and time of intervention

19.08.2024 11:30 BST

Areas inspected

All

Key points discussed

Allergens, maintenance, temperature control, cleaning

Type of business	Pub/Club
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Person(s) interviewed and position	[REDACTED]
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Name of current FBO:	[REDACTED]
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Are food business registration details up to date?	Yes
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PAP in place?	No
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Was sampling undertaken?	No
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Documents and/or other records examined		
Safer Food Better Business manual	Menu	Allergy matrix
		Food safety monitoring records

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:

Have issues identified in previous inspections been completed?	N/A
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Previous Confidence in Management score	5
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10 -Standards being maintained or improving. Some lapses in food hygiene and safety procedures. Adequate control

Food Hygiene - How hygienically the food is handled, prepared, cooked, reheated, cooled and stored and storage of food demonstrated but some lapses may be evident over short periods. 15 - Significant improvements needed in standard of structure and equipment cleaning, maintenance and repair, and in hand and equipment washing facilities. Poor design layout **Structure - The condition of the structure of the building, cleanliness, layout lighting, ventilation, pest control**

cross-contamination. measures in place to Generally satisfactory food preparation, cooking, re-heating, cooling and 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 20 - Food safety management/ documented procedures inappropriate or inadequate or little or no progress made since the last

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

inadequate waste disposal provision.

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



Would the business like to waive the appeal period meaning their score will go live immediately?

No

Officer conducting assessment

..... Days worked: Tues/Weds/Thurs

Action to be taken by the local authority

Formal letter requiring works to be completed

Revisit to check compliance

Guidance for business

We recommend using the following guidance documents:

Guidance

Safer Food Better Business

SFBB Catering

<https://www.food.gov.uk/business-guidance/safer-food-better-business-for-caterers>

Training

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Free training from the FSA

Allergy training - <https://allergytraining.food.gov.uk/>

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

16 actions

Refrigerated, frozen storage + defrosting / 1

L - Structure



Photo 1



Photo 2

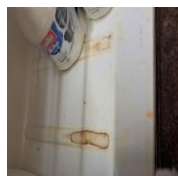


Photo 3

To do | Due: 19.08.2024 17:09 BST | Created by: [redacted]

Upright silver fridge

Your tall silver fridge is in poor condition, with split seals and cracked plastic on the base and door, which is preventing it from being cleaned effectively. There was also a large amount of food debris built up in the seals. Clean the fridge and look at repairing the unit. It may be that it is not possible to repair the cracked areas in which case you will need to look at replacement.

Refrigerated, frozen storage + defrosting / 1

L - Hygiene

To do | Due: 26.08.2024 17:13 BST | Created by: [REDACTED]

Shelf life

You are following different shelf lives for foods that you produce on site. I was advised that some pre-made lasagne would be kept for 5 days. High risk ready to eat should be kept for a maximum of 3 days in total (day of cook/opening + 2) unless you have evidence that it is safe to keep them for longer. For items that you do not make on site, you must follow the manufacturers instructions.

Refrigerated, frozen storage + defrosting / 1

L - Confidence in management



Photo 4



Photo 5



Photo 6

To do | Due: 19.08.2024 17:23 BST | Created by: [REDACTED]

Fridge/freezer monitoring

I was advised that you are monitoring your fridges/freezers using either a temperature probe in between packs or an infrared thermometer. I have no concerns about the operating of these units, however I am surprised to see that the temperature entered on your monitoring sheet are always the same. It would be very unusual to have a fridge/freezer that was the same temperature every day and showed no fluctuation. Ensure that any monitoring records are accurate.

Pre-requisites / 1

L - Hygiene

L - Structure

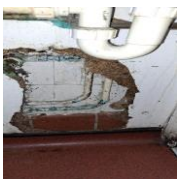


Photo 7



Photo 8

To do | Due: 19.11.2024 17:31 GMT | Created by: [REDACTED]

Wash hand basin

I believe that you have suffered a leak from the wash hand basin, which has resulted in the surface below the basin and around the pipework being removed and therefore becoming damaged. Carry out repairs to this area to leave in a sound, easy to clean condition.

To do | Due: 19.08.2024 17:30 BST | Created by: [REDACTED]

Wash hand basin

The taps to your wash hand basin require cleaning

Pre-requisites / 1

L - Structure

Photo



9

Photo



10

Photo



11

Photo



12

Photo



13

Photo



14

Photo



15

Photo



16

Photo



17

To do | Due: 26.08.2024 17:34 BST | Created by: [REDACTED]

Cleaning

A full deep clean is required throughout the kitchen. Particular attention is required to areas where the wall and floor meet, behind and beneath equipment and around pipework. Kitchens are to be maintained in a clean condition at all times.

Pre-requisites / 1

L - Structure



Photo 18

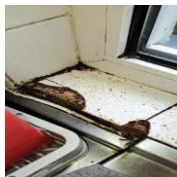


Photo 19

To do | Due: 19.11.2024 17:38 GMT | Created by: [REDACTED]

Tiles

There are areas of broken tiles on your windowsill and behind your wash up sink (Belfast sink). Repair/replace all damaged tiles to leave the wall surface in a smooth easy to clean condition.

Pre-requisites / 2

L - Structure



Photo 20



Photo 21

To do | Due: 19.11.2024 17:40 GMT | Created by: [REDACTED]

Ceiling

The ceiling above your Rationale oven and your upright fridges, is in poor condition with paint flaking from it. Repair or replace ceiling surface to leave in a sound, easy to clean condition. If this problem is being caused by the steam from the oven, you should consider installing some form of extraction/ventilation to assist with this.

Pre-requisites / 3

L - Structure



Photo 22

To do | Due: 09.09.2024 17:41 BST | Created by: [REDACTED]

Shelving

A number of shelves in your cellar are heavily bowed and looking unstable. Repair/replace shelving as necessary.

Pre-requisites / 4

L - Structure

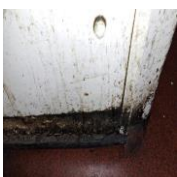


Photo 23

To do | Due: 19.11.2024 17:43 GMT | Created by: [REDACTED]

Flooring

There are a number of areas where the floor covering is coming away from the wall surface, leaving a gap, which is allowing dirt and food debris to build up. Repair these areas to remove all gaps and leave the surface in a sound, easy to clean condition.

Pre-requisites / 5

L - Structure



Photo 24

To do | Due: 19.11.2024 17:46 GMT | Created by: [REDACTED]

Windowsill

The windowsill behind your main prep area is in poor condition with paint flaking from the surface. Redecorate to leave in a smooth condition that is easy to clean.

Pre-requisites / 6

L - Structure



Photo 25



Photo 26



Photo 27

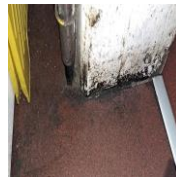


Photo 28



Photo 29

To do | Due: 19.11.2024 09:55 GMT | Created by: [REDACTED]

Walls/ceiling/door frames

There is damage to walls, ceiling and door frames in various places around the kitchen with paint, plaster and wood flaking from them. Carry out repairs to all damaged areas, to leave surfaces in a sound easy to clean condition.

Pre-requisites / 1

L - Hygiene



Photo 30



Photo 31



Photo 32



Photo 33



Photo 34

To do | Due: 19.08.2024 10:15 BST | Created by: [REDACTED]

Containers/baskets

Containers and baskets used to hold utensils, and some foods were found to be in a dirty state. You must ensure that these items are maintained in a clean condition, in order to prevent contamination of food. I recommend that you add these baskets and containers to your cleaning schedule.

Allergens / Front of house / 1

L - Allergy information

To do | Due: 03.09.2024 10:00 BST | Created by: [REDACTED]

Allergen matrix

You have put in place an allergen matrix which covers some of the main dishes on your menu. What you must also do is to include the name of the gluten containing cereal and the type of nut onto your matrix.

Food Safety Management System (FSMS)

Type of food safety management system

Safer Food Better Business (SFBB)

Own record sheets

Actions

To do | Due: 19.09.2024 09:13 BST | Created by: [REDACTED]

Safer Food Better Business

Your Safer Food Better Business file was found to be a little disorganised. I also noted that it mentions things such as mussels which are no longer on your menu. You should review the safe methods and ensure that they reflect your current operation, and reorganise them to ensure that they are easy for staff to look at. I recommend that you download a new version of the pack, which can be obtained from the Food Standards Agency website.

Food Safety Management System (FSMS)

Are daily diaries, opening and closing checks and 4 weekly reviews completed?

Yes

Actions

To do | Due: 19.08.2024 12:14 BST | Created by: [REDACTED]

Food Safety Management System

Given the state that the premises was found in, it is clear that not all aspects of your food safety management system are being followed. In particular you are clearly not following the maintenance and cleaning sections, which has led to the poor conditions identified. A template cleaning schedule can be found within your SFBB pack, alternatively you could create your own. The maintenance section states 'Repair structural damage as soon as it happens which you clearly have not done.