

## Notes about this inspection report

This inspection report outlines the inspector's findings at the time of the visit and highlights the priority actions and improvements that are needed to ensure that you are complying with Food Hygiene legislation. These are listed under three areas:

- **Compliance with food hygiene and safety procedures** (how hygienically the food is handled – how it is prepared, cooked, cooled, stored, and what measures are taken to prevent food being contaminated)
- **Compliance with structural requirements** (the condition of the structure of the premises including cleanliness, layout, lighting, ventilation, equipment and other facilities)
- **Confidence in management/control procedures** (how you manage food safety, previous compliance history and what records you keep to make sure food is safe – for example: using a system like Safer Food Better Business)

---

**You are legally required to carry out all items listed in Schedule A.**

**Recommendations are listed in Schedule B.**

---

- You may do works other than those specified in the report but these must achieve the same minimum standard or objective. Providing suitable evidence to the officer that you have completed required works may negate the need for the officer to revisit your business.
- This report only covers the areas inspected as they were found at the time of the inspection, however it should be noted that this is not an exhaustive report covering all legislation relevant to the company's undertakings as this would not be possible given the time period spent on the premises.
- After the inspection an assessment will be made of the risks associated with your business using guidance issued by the Food Standards Agency. This assessment will be used to decide when the next inspection should be carried out and is also used to calculate food hygiene rating scores. If the officer has not recorded the score on this form then it will follow within the next 10 working days.
- Under Freedom of Information legislation, a copy of this and any previous report relevant to this premises, may be requested by any person or organisation.

---

**If you are unclear about anything in the report, please get in touch with the inspecting officer whose contact details are given in the report.**

---



Name of Business:	<b>The Bulls Head</b>
Address:	<b>Birmingham Road, Shenstone, Staffordshire, WS14 0JR</b>
Date of Inspection:	<b>17 January 2018</b>
Type of Premises:	<b>Public house and restaurant</b>
Areas Inspected:	<b>All catering areas and refuse area.</b>
Records/Documents Inspected:	<b>M&amp;B Safety Policy book, cleaning schedule, digital temperature records</b>
Samples Taken:	<b>None taken at the time of the inspection</b>

### Purpose of Inspection

<p>The purpose of the inspection was to help you comply with the following legislation:-</p> <ul style="list-style-type: none"> <li>• Food Safety and Hygiene (England) Regulations 2013</li> <li>• Regulation (EC) No. 853/2004 Hygiene of Foodstuffs</li> <li>• Food Safety Act 1990</li> <li>• The General Food Regulations 2004</li> <li>• Health and Safety at Work etc. Act 1974</li> <li>• Health and Safety Regulations made under the above Act</li> </ul>
---

### Overview of Criteria Assessed

	Annex 5 score
<b>Compliance with food hygiene and safety procedures:</b> Minor lapses in food hygiene and safety procedures	5
<b>Compliance with structural requirements:</b> Significant improvements needed in equipment and general cleaning.	15
<b>Confidence in management/control procedures:</b> Written food safety management system but improvements needed in implementation of controls and staff supervision.	10
<b>Total score</b>	<b>30</b>
<b>Food hygiene rating</b>	



**Schedule A – Legal Requirements**

Points in bold require your immediate attention

<b>No.</b>	<b>Compliance with Food Hygiene and Safety Procedures</b> (how hygienically the food is handled – how it is prepared, cooked, cooled, stored, and what measures are taken to prevent food being contaminated)	✓
1.	<b>Raw beef burgers were stored in chest freezer 9 on top of falafel and chips. Raw meat should be stored in the raw meat section of the walk in freezer in line with company policy.</b>	
2.	<b>Sauces stored in the counter top refrigeration were above 8°C. Steps should be taken to ensure sauces are kept below 8°C</b>	
	<b>Compliance with Structural Requirements</b> (the condition of the structure of the premises including cleanliness, layout, lighting, ventilation, equipment and other facilities)	
3.	<p><b>The following areas were dirty:</b></p> <ul style="list-style-type: none"> <li>- <b>The underside of the soap dispensers and blue towel dispensers beside the wash hand basins in the kitchen</b></li> <li>- <b>The wall tiles beside the preparation table opposite the raw meat preparation area</b></li> <li>- <b>The floor under shelving in the walk in chiller 7</b></li> <li>- <b>The drain cover to the drain beneath the wash hand basin located beside the food wash sinks</b></li> <li>- <b>The inside of the under counter fridge 5</b></li> <li>- <b>The ceiling of the Panasonic microwave beside fridge 1</b></li> <li>- <b>The pan rest on top of the stove</b></li> <li>- <b>The inside of the oven</b></li> <li>- <b>The control knobs of the cooker</b></li> <li>- <b>The wheels and brakes on the roll out equipment such as the griddle with grease</b></li> <li>- <b>The floor beneath fixtures and fittings in the cooking area with grease and food debris</b></li> <li>- <b>The griddle especially around the edges with carbonised build up</b></li> <li>- <b>The control knobs on the various pieces of equipment</b></li> <li>- <b>The front of the deep fat fryers</b></li> <li>- <b>The bottom surface of the grill</b></li> <li>- <b>The temperature probe</b></li> <li>- <b>The floor in the outside walk in freezer especially under the shelving.</b></li> </ul> <p><b>Thoroughly clean and maintain in a clean condition.</b></p>	



**Schedule A – Legal Requirements**

	<p><b>Compliance with Structural Requirements (continued)</b> (the condition of the structure of the premises including cleanliness, layout, lighting, ventilation, equipment and other facilities)</p>	
4.	The floor surface beneath the deep fat fryers was damaged and curling up and cannot be effectively cleaned. Repair the floor covering so it can be effectively cleaned.	
5.	Water in the wash hand basin beside the door from the pub does not flow away easily indicating a partial blockage in the waste pipe. Take steps to repair this fault.	
	<p><b>Confidence in Management/Control Procedures</b> (how you manage food safety, previous compliance history and what records you keep to make sure food is safe using a systems like Safer Food Better Business)</p>	
6.	<p><b>At the time of inspection although you had a written food safety management system it was evident from the matters listed above that you have not maintained appropriate safe methods of operation or monitoring and verification procedures around the prevention of contamination of foods and carrying out adequate cleaning. Steps should be taken to address these matters and ensure that proper managerial monitoring is carried out and steps taken to address any problems found.</b></p>	
7.	<p><b>In view of all of the above matters raised at the time of inspection ensure that all staff are re-trained as necessary and a record made of any training given.</b></p>	



**Schedule B – Recommendations**

<b>No.</b>	<b>Compliance with Food Hygiene and Safety Procedures</b> (how hygienically the food is handled – how it is prepared, cooked, cooled, stored, and what measures are taken to prevent food being contaminated)	✓
	No recommendations.	
	<b>Compliance with Structural Requirements</b> (the condition of the structure of the premises including cleanliness, layout, lighting, ventilation, equipment and other facilities)	
	No recommendations.	
	<b>Confidence in Management/Control Procedures</b> (how you manage food safety, previous compliance history and what records you keep to make sure food is safe using a systems like Safer Food Better Business)	
	No recommendations.	

**Schedule C – Health and Safety Schedule**

<b>No.</b>	<b>Legal Requirements</b>	✓
1.	<b>The door to the beer cellar opens onto the stairs leading up from the cellar. This provides a risk of a person falling as to open the door it is necessary to climb to the top of the stairs to reach the handle and then step back on the narrow stairs to open the door. Carry out a risk assessment covering the access and egress from the cellar and introduce any necessary controls to remove the risk of falling. Provide the paperwork of any risk assessment carried out.</b>	
	<b>Recommendations</b>	
	No recommendations.	



## Further Information

### Training Course Information:

For more information on our 1 day **Food Handler training course - Level 2 Award in Food Safety in Catering** – please contact the Commercial Team on 01543 308729. This course gives candidates a background knowledge of the basic principles of good food hygiene and on successful completion awards the candidate a nationally recognised and accredited qualification. The course is delivered in house by a food safety professional.

### E.coli 0157: control of cross contamination Guidance

Current guidance clarifies the steps that food businesses need to take to control the risk of food becoming contaminated by E.coli 0157 and what businesses should be doing to protect their customers. The requirements contained in the guidance will be discussed during inspections where appropriate. Copies of the guidance and further information can be found at <http://food.gov.uk/business-industry/guidancenotes/hygguid/ecoliguide>

### Waste- Your Duty Of Care

Lichfield District Council had over 600 incidents of fly-tipping in the last year. We are trying to reduce these incidents by cutting out the waste available to fly-tippers. As a business you have a duty to ensure that any waste you produce is handled safely and within the law. This is your 'duty of care'. Duty of care is a chain of responsibility for waste from the point of production to the point of disposal or recycling; this chain is recorded and is traceable in the event of an investigation.

Under your duty of care you must:

- store waste safely and securely;
- ensure your waste is only handled or dealt with by people or businesses that are authorised to do so;
- fill in and sign a transfer note for your waste; and
- keep waste transfer notes for all waste that you transfer or receive for at least **two** years.

Environmental Health will be undertaking inspections, stop and searches and investigations into incidents of fly-tipping to ensure that all businesses comply with their duty of care. I thank you in anticipation of your co-operation. If you would like any further information or advice please contact Environmental Health on **01543 308000**.

### Safer Food Better Business

The Food Standards Agency does not produce printed versions of the 'Safer Food Better Business' food safety management packs and associated 'Diary Sheet' refill packs. You can download print friendly versions of all the material at [www.food.gov.uk/business-industry/caterers/sfbb/](http://www.food.gov.uk/business-industry/caterers/sfbb/) These print friendly versions also allow you to complete and store them electronically directly to your computer. Should you decide to keep your records electronically they must be available for officers to review during any inspection.

### News

Up to date news and information on food safety can be found on the Food Standards Agency Website here: <https://www.food.gov.uk/news-updates>

