

## Notes about this inspection report

- **Schedule A** outlines the work needed to comply with the law.
- **Schedule B** lists recommendations of good practice that I hope you will implement.
- **Items in bold require your immediate attention**
- You may do works other than those specified in the report but these must achieve the same minimum standard or objective.
- 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 a standard format set out by the Food Standards Agency. This assessment will be used to decide when the next inspection should be carried out.
- Under the Freedom of Information Act 2000, a copy of this and any previous report relevant to this premises, may be requested by any person or organisation.



Name of Business:	<b>Queens Head</b>
Address:	<b>4 Queen Street, Lichfield, Staffordshire, WS13 6QD</b>
Date of Inspection:	<b>6 December 2011</b>
Type of Premises:	<b>Public House</b>
Areas Inspected:	<b>All catering areas</b>
Records/Documents Inspected:	<b>Safer Food Better Business Food Policy Staff Training in Food Hygiene Matters Duty of Care Documents</b>
Samples Taken:	<b>None taken at the time of Inspection</b>

**Purpose of Inspection**

The purpose of the inspection was to help you comply with the following legislation:-

- Food Hygiene (England) Regulations 2006
- Regulation (EC) No. 852/2004 Hygiene of Foodstuffs
- Food Safety Act 1990
- The General Food Regulations 2004
- Health and Safety at Work etc. Act 1974
- Health and Safety Regulations made under the above Act

**Overview**

On my opening inspection of your business your kitchen and main cellar area needs attention to bring the premises up to a minimum standard. A good effort has been made with your food policy for the business. However, in addition there a number of matters that requires your urgent attention.

**Schedule A – Legal Requirements**

**Items in bold require your immediate attention**

No.	Item	✓
1.	<p>Cleaning</p> <p><b>Clean the following items in the kitchen and maintain them in a clean condition:</b></p> <ul style="list-style-type: none"> <li>➤ <b>the cooker top (removing the excessive carbon)</b></li> <li>➤ <b>the griddle (removing the excessive carbon)</b></li> <li>➤ <b>inside the oven and oven doors</b></li> <li>➤ <b>the fryers</b></li> <li>➤ <b>the window sill</b></li> <li>➤ <b>the shelve around the kitchen.</b></li> </ul>	

**Schedule A – Legal Requirements (Continued)**

No.	Item	✓
2.	<p>Cross Contamination</p> <p><b>Clean and sanitize the ice machine in the cellar removing the mould growth to the back of the ice machine.</b> (Clean and sanitize this equipment on a regular basis).</p>	
3.	<p><b>Internal waste bins in the kitchen must have fitted lids to reduce flying insects entering the premises.</b></p>	
4.	<p><b>Remove the aluminium foil from the pipework in the kitchen to allow proper cleaning.</b></p>	

**Schedule B – Recommendations**

No.	Item
1.	<p>Cross contamination</p> <p>I recommend that the kitchen ceiling is repainted on an annual basis.</p>
2.	<p>I recommend that you consider paper towel holders over the kitchen and bar wash hand basins.</p>
3.	<p>I recommend that you consider replacing the bar servery over the before the next routine inspection. It is warn in areas and cannot be cleaned effectively including the glass storage areas of the bar.</p>
4.	<p>I recommend that you consider replacing the bar floor before the next routine inspection.</p>
5.	<p>I recommend you consider replacing the kitchen flooring before the next routine inspection as it is lifted in places including parts of the corridor flooring to the kitchen are worn and should be replaced.</p>
6.	<p>I recommend that you replace the missing light covers in the kitchen to reduce the possibility of glass fragments on food in the event of glass breakage.</p>
7.	<p>I recommend that you consider sanitizing the beer taps, optics, drink dispensers, and ice scoop on a regular basis after cleaning.</p>
8.	<p>Re-screed the cellar floor in the main cellar before the next routine inspection to allow the floor to be cleaned effectively.</p>
9.	<p>Replace the missing drain cover in the cellar.</p>
10.	<p>The wooden frame surrounding the beer delivery doors is worn and may allow rodents to enter the premises underneath the doors. Serious consideration should be given to replacing the frame.</p>
11.	<p>I recommend that you remove all the unnecessary clutter from the kitchen which will allow you to clean more effectively.</p>

**News**

**Quit Smoking**

Smokers wanting to quit can improve their chance of success and access stop smoking products more cheaply by accessing the free NHS stop smoking support services. Call the helpline on 0345 245 0759 to choose from a range of services depending on your preferences and local circumstances. The helpline is open 8am to 8pm Monday to Friday, and from 10am to 6pm on Saturday or Sunday. The number is free from a landline, but you may be charged if calling from a mobile phone.

**Breathe Easy Award**

The '**Breathe Easy Award**' is for businesses across **Staffordshire and Stoke-on-Trent**. The County Council, your local district council and the NHS wish to recognise and celebrate businesses in the area which go the extra mile to support their workforce in leading healthy lives.

The **Breathe Easy Award** is an accredited process by which businesses are able to develop smokefree policies, demonstrate support to their local community and offer employees who wish to quit smoking help and support to do so. A great deal of research has shown that employee smoking costs business a huge amount in terms of productivity, not to mention the obvious health risks to valuable employees. The award is a good opportunity for business to improve productivity, provide valuable health and wellbeing support for staff and improve their reputation as a responsible employer. To find out more please contact **Leo Capernaros (Breathe Easy Coordinator – 01785 276263 [leo.capernaros@staffordshire.gov.uk](mailto:leo.capernaros@staffordshire.gov.uk))**

**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 308999**.

**ratemyplace – Food Safety Star Rating Scheme**

The **ratemyplace** - Food Safety Star Rating Scheme is a partnership between 8 Local Authorities in Staffordshire and shows how well businesses are run in accordance with their legal obligations under food law and where improvements in food safety are possible.

The more stars that are awarded the better the premises are in terms of legal compliance and standards of hygiene. The highest score that can be awarded is five stars and the lowest is zero stars.

Through the commitment by partner Council's in Staffordshire to a transparent enforcement approach, the ratemyplace scheme will enable consumers to access information which is held about food premises registered with their Local Authorities. This is supported by the freedom of information legislation ([Freedom of Information Act 2000](#)) which makes it easier for members of the public to obtain information held by Councils.

The scheme is accessible through the **ratemyplace** web site – [www.ratemyplace.org.uk](http://www.ratemyplace.org.uk) or links from individual Council's websites. Businesses may also display a **ratemyplace** star rating certificate containing information about the inspection and the amount of stars awarded. If you would like a copy of the Policy Document which outlines the scheme in more detail please visit [www.ratemyplace.org.uk](http://www.ratemyplace.org.uk).