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Ms Serina Drake
The Clock House Restaurant Limited
High Street
Ripley
GU23 6AQ

Our Ref: 9651
Contact: Fay Lamph
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05 February 2018

Dear Ms Drake

PREMISES: THE CLOCK HOUSE, HIGH STREET, RIPLEY, GU23 6AQ
TYPE OF BUSINESS: RESTAURANT

I refer to my unannounced food hygiene inspection on 01 February 2018 at 12:10 hrs of the above premises.

Guildford Environmental Health received a complaint regarding long working hours and inadequate breaks for staff working in the kitchen this was discussed at the time of the visit. A worker is entitled to 20 minutes of uninterrupted break when daily working time is more than 6 hours, they are also entitled to a rest period of 11 consecutive hours rest in each 24 hour period. More information on the Working Time Regulations can be found on the Health and Safety Executive website at <http://www.hse.gov.uk/contact/faqs/workingtimedirective.htm>

The attached schedule of works details what actions are required for each of the three elements of the National Food Hygiene Rating Scheme (FHRS) in order to improve the level of legal compliance. Alternative works that achieve the same effect may be suitable and I will be happy to discuss any proposals with you.

Based on the outcome of this visit, your premises has received the following rating:

4 : Good

During an inspection the following three areas are assessed and a rating given under the FHRS.

Food Hygiene and Safety - How hygienically the food is handled	Good
Structure and Cleaning - The condition of structure of the premises including cleanliness	Very Good
Confidence in Management - How you manage and record your controls to ensure the food you serve is safe	Generally Satisfactory



Please find enclosed your FHRS sticker, which you should display in the window or on the door where it can be seen by your customers and members of the public. Only one sticker should be displayed. Please ensure that old ratings are removed promptly. Your rating will be published on the ratings website at www.food.gov.uk/ratings between 2 and 4 weeks from receiving this letter.

If you wish to dispute the rating given, please contact me in the first instance so I can talk it through with you. You have the right to lodge a formal appeal with the Team Leader (Food and Safety) Mr. C Woodhatch on 01483 444390. Information on the scheme including template forms for lodging an appeal, request a revisit or 'right to reply' is available at www.food.gov.uk/ratings. A paper copy will be provided on request.

Should you have any questions or queries about the contents of this letter, please contact me on my direct dial telephone number.

Yours sincerely

A large black rectangular redaction box covers the signature area. A small handwritten mark is visible above the top-left corner of the redaction.

Fay Lamph
Environmental Health Practitioner

Enc. Food Hygiene Rating Sticker

Schedule

Name of the food business operator:	The Clock House Restaurant Limited
Name(s) of person(s) seen/interviewed:	██████████ – Head Chef ██████████ – Managing Director
Areas inspected:	Kitchen
Documents/records examined:	Food Safety Management System and Monitoring Records, Pest Control
Samples taken:	None
Further action to be taken by this Authority:	None

Unless otherwise stated all legal requirements are under the following legislation: Food Safety Act 1990, General Food Regulations 2004, The Food Safety and Hygiene (England) Regulations 2013, EC Regulation 178/2002, EC Regulation 852/2004 as applied by Regulation 19(1) and Schedule 2 of The Food Safety and Hygiene (England) Regulations 2013. This report and schedule only covers the areas inspected at the time of the visit. The absence of any matter in this report should not be regarded as indicating compliance with any provisions of food law.

Item No.	Legal Requirements	✓ Tick once completed
<u>Confidence In Management</u>		
1.	<p>Food Safety Management</p> <p>You are currently curing venison and mackerel, however have no documented Food Safety Procedures in place, which detail how you ensure that these cured products are safe to eat.</p> <p>Action Required: You must include curing of food in your food safety management system. You must detail what your food safety procedures are to prevent the growth or survival of bacteria such as E.coli or listeria.</p> <p><i>EC Regulation 852/2004 Article 5, Paras 1 and 2</i></p>	3 Months
2.	<p>There were some gaps in your monitoring records particularly regarding your sous vide process and final cooking temperatures.</p> <p>Action Required: It is important that you monitor your food safety critical controls points. In most cases this is the final cooking temperature high risk food must achieve a core temperature of 75°C for 30 seconds or equivalent.</p> <p><i>EC Regulation 852/2004 Article 5, Paras 1 and 2</i></p>	Immediate
3.	<p>You are cooking haddock sous vide for 10 minutes at 50°C, in order to eat fish lightly cooked it must be frozen at -20°C or below for no less than 24 hours or sourced from fishing farms that meet the freezing exemption conditions.</p> <p>Action Required: You must provide evidence to show that the food</p>	Immediate

	<p>you are selling is safe to eat, this must include the type of freezing process that the products have undergone including the time and temperature. You must monitor the temperature of the freezer to ensure that it remains below -20°C.</p> <p><i>EC Regulation 852/2004 Article 5, Paras 1 and 2</i></p>	
4.	<p>Food Hygiene Training</p> <p>I was unable to see any evidence of food hygiene training for food handling staff during my visit.</p> <p>Action Required: Food handling staff must be suitably trained, instructed or supervised commensurate with their work activity.</p> <p><i>EC Regulation 852/2004, Annex II, Chapter XII, Paras 1 and 2</i></p>	3 Months

Item No.	Recommendations
5.	You have a separate area for raw meat use only. I suggest that you also provide separate cleaning chemicals and equipment for this area and that staff use a separate apron when carrying out particularly messy meat preparation work.