

Public Protection (food & safety)**Food Premises Inspection Report**

Name of business:	Grosvenor Fish Bar
Address of food business:	28 Lower Goat Lane Norwich NR2 1EL
Date of inspection:	07/05/2024
Risk rating reference:	24/00212/FOOD
Premises reference:	12/00237/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fish and Chip Shop with restaurant on ground floor and basement area

Relevant Legislation

Food Safety Act 1990 (as amended)

Regulation (EC) No 178/2002 applied by The General Food Regulations 2004 (as amended)

Regulation (EC) No 852/2004 and No 853/2004 applied by Regulation 19 (1) of the Food Safety and Hygiene (England) Regulations 2013

Health and Safety at Work etc. Act 1974 and related regulations

Food Information Regulations 2014

What you must do to comply with the law

The report may include **Contraventions** - matters which do not comply with the law . You must address all of the contraventions identified; failure to do so could result in legal action being taken against you.

As a guide, contraventions relating to cleaning, temperature control and poor practice, should be dealt with straight away.

Contraventions relating to structural repairs, your food safety management system and staff training, should be completed within the next 2 months.

Health and safety contraventions should be dealt with within 3 months unless otherwise stated.

To assist you the report may also include **Observations** of current practice, useful **Information, Recommendations** of good practice and reminders of **Legal Requirements** .

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

FOOD SAFETY

How we calculate your Food Hygiene Rating:

The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score you have been given. Details of how these scores combine to produce your overall food hygiene rating are shown in the table.

Compliance Area	You Score					
Food Hygiene and Safety	0	5	10	15	20	25
Structure and Cleaning	0	5	10	15	20	25
Confidence in management & control systems	0	5	10	15	20	30
Your Total score	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
Your Worst score	5	10	10	15	20	-
Your Rating is	5	4	3	2	1	0

Your Food Hygiene Rating is 5 - a very good standard



1. Food Hygiene and Safety

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

Contamination risks

Recommendation The use and loading of laundry washing machines in rooms where food is being handled presents risk of contamination of food with bacteria from soiled clothing. Ensuring that the washing machine is not used at time when food is being handled or processed in the ambient store/salad & veg wash area would prevent this risk of contamination.

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination generally .

Hand-washing

Observation I was pleased to see handwashing was well managed.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were diligently monitoring cold storage and cook temperatures.

Recommendation The time period that batches of high risk food such as Burgers are cooling is a point where harmful bacteria can multiply. The period where the food is between 63°C and 8°C should be no more than 90 minutes. It is thus important to have a mechanism by which this is also monitored.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- hand contact points on the undercounter fridge in the sandwich preparation area.

Cleaning of Equipment and Food Contact Surfaces

Contravention The surface of the blue chopping board was badly scored and could not be effectively cleaned. Items that come into contact with food must be smooth and non-absorbent and capable of being easily cleaned.

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises were generally kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

Observation I was pleased to see that the premises are generally well maintained.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- The accumulation of foam and debris around the drain from the potato rumbler would indicate that flow of waste water is being hindered. The drain must be cleared or repaired so that efficient removal of waste water is achieved

Observation I was pleased to see the premises had generally been well maintained and that adequate facilities had been provided.

Pest Control

Recommendation Flour spills around the base of the sack in the flour bin can provide harbourage for dried food pests. I would recommend that the bin is thoroughly cleaned out each time a new sack is placed in it. Decanting the contents of sacks into bulk dried food bins and thoroughly cleaning and drying between each refill would prevent residues of unused ingredients carrying over between each time the bin is refilled.

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Recommendation As part of your food safety management system and in order to be able to demonstrate that cooling periods for batches of high risk food such as burgers is being kept suitably short I would recommend that you record the time and temperature at the start and end of the cooling period for batches of high risk food that are to be reheated at a later date.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Training

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

Allergens

Observation You had clearly shown the presence of allergens in your food on your menu.

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.