



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Eaton Fish Bar
Address of food business:	26 Eaton Street Norwich NR4 7LD
Date of inspection:	09/05/2025
Risk rating reference:	25/00405/FOOD
Premises reference:	13/00085/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hot Food Take away - Fish & Chips

**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
<b>Your Total score</b>	0 - 15	20	<b>25 - 30</b>	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	<b>10</b>	15	20	-
<b>Your Rating is</b>	5	4	<b>3</b>	2	1	0

Your Food Hygiene Rating is 3 - a generally satisfactory 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

**Contravention** The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- miscellaneous clutter due to poor housekeeping - external dry store with freezers

#### Hand washing

**Contravention** The following indicated that hand washing was not suitably managed:

- staff were not seen washing their hands when I visited

## Personal Hygiene

**Contravention** The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- staff were not using the wash-hand basin regularly

## Temperature Control

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- food temperatures were not being monitored
- insufficient to rely on knowledge and experience instead of taking temperatures on hot held high risk food

## Poor Practices

**Contravention** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- open frozen food in freezers

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### Cleaning of Structure

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

- wall stained where adhesive tape has been used to secure electrical conduit/cables
- hand contact surfaces such as light switches and door handles and the fish fridge hand contact points

**Contravention** The following items could not be effectively cleaned and must be covered, made non-absorbent or replaced:

- damaged ceiling in the external store room
- chipped dented wooden architrave on doors and windows
- floor covering by the rear door to the external yard
- mdf or chipboard shelving / cupboards

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- can opener
- chopping boards
- fridge and freezer seals
- fridge shelving
- hand contact surfaces

### Cleaning Chemicals / Materials / Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- cardboard cannot be cleaned adequately. Do not use it to line shelves or as a floor covering
- can opener
- chopping boards
- touch points (hand contact surfaces) were dirty (light switches, door handles etc)
- thermometer
- fridge shelving
- you are not cleaning often enough
- freezers require defrosting

### Maintenance

**Contravention** The following had not been suitably maintained and must be repaired or replaced:

- wall cladding damaged
- floor surfaces damaged
- wall surfaces damaged
- paint work worn or peeling
- work tops damaged or worn

### Facilities and Structural provision

**Contravention** The following facilities were inadequate and must be improved:

- insufficient storage space hindering effective cleaning

### Pest Control

**Contravention** Pest proofing is inadequate particularly in the following areas:

- damaged fly screens
- damaged ceiling in external dry store allowing potential access and harbourage for pests

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

## Proving Your Arrangements are Working Well

**Contravention** You are not working to the following safe methods in your SFBB pack:

- 4-weekly checks – not completed
- daily diary - only ticking OCs CCs but you did not know where the list of actual checks was in the safe methods section of the pack only ticking opening checks and closing checks but staff
- food allergens information not complete

### **Recommendation**

- Recording the time and temperature of batches of high risk food such as chicken balls at the start and end of the cooling period would help you to demonstrate that you are effectively controlling the risk of growth of harmful bacteria while food is cooling (and passing through the danger zone).

## 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

**Contravention** The following evidence indicates there is a staff training need as food handlers:

- were not cleaning properly
- were not washing their hands often enough
- were using poor food storage practices

## Allergens

**Contravention** You are failing to manage allergens properly:

- you do not have a system for informing customers about the presence of allergens in the food you prepare
- you have not identified the allergens present in the food you prepare