

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Heartsease Fish Bar
Address of food business:	1 Clancy Road, Norwich, NR7 9AA
Date of Inspection:	17 April 2015
Risk Rating Reference	15/00231/FOOD
Inspection Reference	EH15/12633
Type of Premises:	Takeaway
Areas Inspected:	All
Records Examined:	SFBB
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

The Law

The report relates to the following 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.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice

(**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

Please Note

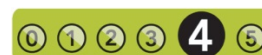
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

FOOD SAFETY

How we calculate your new Food Hygiene Rating:

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		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 4 – a good standard



This space is reserved for your Right of Reply

- You have a 'right to reply' in respect of this food hygiene rating. This allows you to explain what improvements you have made or to offer an explanation for the standards we found at the time of this inspection.
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- Your new rating will be displayed here and on your website listing
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

<u>General description of the business</u>
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Takeaway serving, fish, chips, kebabs etc. to the local community.
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Food Hygiene

Summary:

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

1. 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
(Contravention):
 - Uncovered burgers in the freezer. All foods must be covered/contained in food grade bags or lidded containers.
2. I was pleased to see that the majority of food was stored in suitable containers and arranged appropriately in fridges and freezers. **(Observation)**

Hand-washing

3. I was pleased to see that you had soap and paper towels available in the WC.
(Observation):
4. I recommend that you install a wash hand basin in the food storage and prep room as soon as possible. I note you have installed the plumbing/pipe work for this.
(Recommendation):

Personal Hygiene

5. I was pleased that you knew to refrain from work for at least 48hrs symptom free following gastro-intestinal upset. Your staff also were aware of this. **(Observation)**

Temperature Control

6. I was pleased to see that you took fridge temperatures daily and recorded these.
(Observation)
7. I recommend that you purchase sanitising wipes to use with your probe thermometer. **(Recommendation)**
8. I informed you of how to calibrate your thermometers at the time of inspection, I would recommend you do this on a regular basis, maybe once a month or so.
(Recommendation)

Structure and Cleaning

Summary:

The structure, facilities, 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

9. The following items were dirty and require more frequent and thorough cleaning
(Contravention):

- Lid/cover to flour container
- areas around some equipment in the prep' room such as Potato peeler etc..

10. I was pleased to see that: **(Observation)**

- generally the premises were clean and tidy;
- you had ceased using the walk-in freezer as a freezer and now use it as an ambient food storage room, removing the potential of slipping on formed ice;
- lidded containers are now used for storing fish in the fish fridge.

11. I recommend that you discard/remove old equipment from the food preparation area to facilitate better work flow and easier cleaning. Items of equipment which were stored and not being used, such as a microwave, old freezers etc. **(Recommendation)**

Maintenance

12. I was pleased to see that you had a list of maintenance issues that you were working through, i.e. installing a wash hand basin in the preparation room and replacing the floor covering etc. **(Observation)**

Facilities and Structural Provision

13. The following facilities were inadequate or absent and must be provided or improved
(Contravention):

- Wash hand basin in food preparation area. I take on board that this is something you have scheduled to install.

Confidence in Management

Summary:

A food safety management system is in place and you comply fully with the law. Hazards to food are understood, properly controlled, managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. **(Score 0)**

Documented Food Safety Management System

14. I was pleased to see that you used SFBB as your food management system.
(Observation)

Allergies

15. New legislation requires food businesses to provide allergy information on unpackaged food sold from all catering outlets including takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There will also be changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Trading Standards website:
www.norfolk.gov.uk/abc
(Information)