



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Lucy's Fish & Chips
Address of food business:	Stall 61, Market Place, Norwich, NR2 1ND
Date of Inspection:	04/04/2017
Risk Rating Reference	17/00184/FOOD
Premises Reference	16/00355/FD_HS
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Type of Premises:	Food take away premises
Areas Inspected:	All
Records Examined:	Cleaning schedule, SFBB, Temperature control records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Takeaway fish & chip stall in the market serving the local community

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

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 4 - a 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

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

- raw foods i.e sausages were being stored next to ready-to-eat food i.e butter in the Bosch larder fridge
- raw foods i.e bacon was being stored next to ready-to-eat foods i.e chocolate Easter eggs in the Bosch larder fridge

Poor Practices

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

- a food handler was seen wearing a watch this could present a risk of contamination

Recommendation I recommend that hats are worn to minimise the risk of contamination.

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 structural items were dirty and require more frequent and thorough cleaning:

- ducting to the extractor

Observation The kitchen had been well maintained and the standard of cleaning was satisfactory.

Recommendation The ducting to the extraction unit be degreased at least on an annual basis. Check your insurance policy.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- ducting to the extraction system was leaking leaving black grease around the seal and globules on the floor

Cleaning Chemicals / Materials / Equipment and Methods

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Maintenance

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

- leaking ducting to the extractor

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained

but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Food Hazard Identification and Control

Contravention The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- storing raw foods i.e bacon and sausages next to ready-to-eat foods in the Bosch larder fridge

Proving Your Arrangements are Working Well

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

- The daily diary and or four-weekly reviews as your diary had lapsed by a few days

Contravention The following are examples of where your documented procedures said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do::

- it states in your pack that hair nets are worn
- it states in your pack that jewellery is not worn, a food handler was seen wearing a watch

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers