

Public Protection (food & safety)

Food Premises Inspection Report

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|---------------------------------|---|
| Name of Business: | Star Fish Bar |
| Address of food business: | 30 St Augustines Gate, Norwich, NR3 3BE |
| Date of Inspection: | 17/07/2017 |
| Risk Rating Reference | 17/00421/FOOD |
| Premises Reference | 10/00305/FD_HS |
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| Type of Premises: | Food take away premises |
| Areas Inspected: | All |
| Records Examined: | SFBB, Training certificates / records |
| Details of Samples Procured: | None |
| Summary of Action Taken: | Informal |
| General Description of business | Independent fish and chip shop |

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 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:

- chopping boards were badly scored and need replacing

Observation Contamination risks were controlled.

Hand-washing

Contravention The following evidence indicated hand-washing was not suitably managed:

- staff were using toilet paper to dry their hands. Staff should be using paper towels to dry hands or a proper hand cloth which is regularly changed and cleaned.

Personal Hygiene

Recommendation To further improve personal hygiene I suggest: Staff wear hats

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:

- high level cleaning in staff WC as cobwebs could be seen
- behind equipment in rear kitchen area.
- touch surfaces i.e door handles and light switches particular door to staff WC.

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

- rough wood pallet used for storing sacks of potato's in rear kitchen area

Cleaning Chemicals / Materials / Equipment and Methods

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

Maintenance

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

- missing ceiling tiles in rear store area.
- damaged/missing handle to bulk freezer

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. You have a satisfactory track record. 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 The following are examples of where the documented Safe Methods in your SFBB pack said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do::

- staff training records
- you were unable to use a probe thermometer to check core temperature of cooked foods as the battery was not working. You need to replace it.

Contravention The following matters are needed in order to demonstrate your Food Safety management system is working as it should:

- your copy of Safer Food Better Business (SFBB) was not easy to follow and understand. Many of the pages were loose, out of order and had fallen out of the binder.
- you also have historical daily diary pages loose within the pack. You need to tidy the pack and place the pages i.e. safe method information in the correct order. Your written food safety management needs to be too easy to follow by your staff.

Infection Control / Sickness / Exclusion Policy

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

Allergens

Contravention You have not yet identified the allergens present in the food you prepare.:

Contravention You have not properly informed your customers about the presence of allergens in the food you prepare.:

Contravention You have not warned your customers about the potential for cross-contamination with allergens.:

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.