

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of Business:	The Plaice For Taste
Address of food business:	291 Aylsham Road, Norwich, NR3 2RY
Date of Inspection:	25/09/2017
Risk Rating Reference:	17/00587/FOOD
Premises Reference:	14/00108/FD_HS
Type of Premises:	Food take away premises
Areas Inspected:	Main Kitchen, Front of house, Back of house, Servery
Records Examined:	SFBB, Cleaning schedule, Temperature control records, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business:	Typical fish and chip shop serving 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  
 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	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 1 - major improvement is necessary



### **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:

- staff were unaware of allergens they handle or prepare i.e. fish, milk.

**Legal Requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

#### **Hand-washing**

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

- the dedicated wash hand basin in rear food preparation and storage area was obstructed by large green bins.

## 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:

- no soap at dedicated wash hand basin. When I brought this to your staffs attention a bottle was found it was located at the nearby washing up sink large sink. This may indicate staff were not using the dedicated wash hand basin to wash their hands
- no paper towel or means to dry hands at the dedicated wash hand basin. A new roll was found when I brought this to your staffs attention.

## 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 temperatures.

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

- walls and ceiling in staff WC as cobwebs could be seen
- windows and sills in rear food preparation rooms
- walls to potato rumbling room
- shelf recess to wall in potato rumbling room area
- brown staining to wall in rear food preparation storage area around window. This appeared to be flowing from first floor. You need to investigate the reason for the staining
- vent to wall in staff WC
- insectocutor needs emptying as filled with dead insects.

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

- exposed wood to melamine shelving in rear office food storage area.

### Maintenance

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

- damaged/missing handle to bulk freezer in rear food storage area
- damaged internal base to upright fridge

- walls had cracks in them with large sections of paint peeling in rear food preparation room
- gaps to lino floor to wall in staff WC creating a dirt trap
- ill fitting lino to floor on rear food preparation area creating dirt trap
- flaking paint to window frames in rear preparation room.

### **3. Confidence in Management**

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. You have a varying track record. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

#### **Proving Your Arrangements are Working Well**

**Contravention** The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- the daily diary records and or four-weekly reviews. After checking your daily diary records in your Safer Food Better Business (SFBB) pack I found that there were no more completed pages after June 2017. By having no completed daily diary or alternative records you have no supporting evidence that you were following your 'safe methods' and food safety practises within the SFBB pack.

**Information:** You can download new safer food better business diary pages by accessing web site address link below:

[www.food.gov.uk/sites/default/files/diary-weekreview.pdf](http://www.food.gov.uk/sites/default/files/diary-weekreview.pdf)

#### **Traceability**

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

#### **Training**

**Contravention** The following evidence indicated there was a staff training need:

- staff were unsure of legal hot holding temperatures. It should be above 63 degree's celsius.

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

#### **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](http://www.norfolk.gov.uk/abc)

**Information** The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

**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.