

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

### **Food Premises Inspection Report**

Name of Business:	Simply The Best Fish Bar
Address of food business:	9 Bowthorpe Main Centre, Wendene, Norwich, NR5 9HA
Date of Inspection:	05/10/2017
Risk Rating Reference	17/00661/FOOD
Premises Reference	15/00221/FD_HS
Type of Premises:	Food take away premises
Areas Inspected:	Main Kitchen, Storeroom, Preparation room
Records Examined:	SFBB, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Fish and chips, pizza and kebab takeaway employing standard catering practices

### **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
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Your Food Hygiene Rating is 3 - a generally satisfactory standard



### **1. Food Hygiene and Safety**

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.  
**(Score 10)**

#### **Contamination risks**

**Contravention** The following exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with E.coli 0157 and/or other pathogenic bacteria from raw meat or unwashed raw vegetables :

- raw foods i.e Koftas, sausages and fish were being stored next to ready-to-eat foods i.e prepared salads in the Zanussi fridge
- the same chopping boards i.e (the red one) was being used for preparing raw foods i.e raw meat and ready-to-eat foods i.e cooked chicken and ham

**Recommendation** Chopping/cutting boards were being stored directly touching.

Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration.

**Contravention** You could not demonstrate effective heat disinfection of food equipment and utensils used for both raw and ready-to-eat (RTE) foods and did not have a dishwasher. Undertake the following work:

- the same containers were being used to store raw i.e meat and ready-to-eat foods i.e prepared salads You need to purchase separate containers for use of raw meat, preferably colour coded i.e red

### Hand-washing

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

- there was no soap to the wash hand basin
- the wash hand basin was obstructed in the WC

**Legal Requirement** Wash hand basins must be provided with soap and hygienic hand drying facilities.

### 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:

- a food handler was seen not wearing protective clothing

**Legal requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

### 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.

**Recommendation** that you calibrate your probe thermometer monthly and record this in your 'Safer Food Better Business' pack.

### 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

- the potato chipper still had its outer packaging on, please remove this to allow for easier cleaning

## **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:

- the rear door
- the light switch near the electric meter
- cobwebs were seen to the corner of the wall near the rear door
- cobwebs were seen to the electricity meter
- the wall behind the potato rumbler had potato starch to it
- the air vent to the wall above the boiler
- the mastic to the washing up sink
- cobwebs were seen to high areas in the WC
- the tiles to the bottom of the wall in the WC

**Information** Cleaning terms:

Detergent: is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

Dilution rate: many chemicals are supplied in concentrated form and must be diluted before use. You must follow the manufacturers instruction so that you dilute the chemicals correctly with water

Disinfectant: is a chemical that kills bacteria

### **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:

- the mop bucket had dirty water in it
- the fire extinguisher station
- the interior fans to the Zanussi fridge
- the seals to the Zanussi fridge
- top interior to the ice cream freezer where chicken nuggets are stored
- the lids to the sauces in the drinks fridge in the servery
- the rear to the interior bottom shelf to the drinks fridge
- the plastic containers storing pizza flour, rice cone and the batter mix.

### **Cleaning Chemicals / Materials / Equipment and Methods**

**Contravention** Touch points are dirty, thoroughly clean and maintain in a clean condition all touch points, for example, light switches, telephones, door handles, taps and handles, to minimise the risk of cross contamination. It is good practice to use a sanitiser in order to minimise the build up of bacteria:

- your sanitiser did not conform to British standards.

**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.

**Information** Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

**Guidance** Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

**Observation** I was pleased to see that disposable cloths were used

### Maintenance

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

- tiles were missing to the potato preparation area
- the ceiling tiles need replacing
- split seals to the Zanussi 2 door fridge
- split seals to the drinks fridge

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. You are progressing towards a written food safety management system. 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 pre-requisites have not been met and prove your food safety management system is ineffective:

- cleaning and sanitation are poor
- maintenance is poor

**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 next to ready-to-eat foods

**Contravention** The Safe Methods in your Safer Food Better Business (SFBB) pack are intended to show you have identified the hazards to food and what you must do to control them. The following Safe Methods were either missing from your SFBB pack or had not been completed appropriately:

- the daily diary and or four-weekly reviews
- the cleaning schedule

### 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:

- it states in your pack that hats are worn
- installing new equipment should be added to the 4 weekly review

### Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier.

### Training

**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

**Guidance** Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

### 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)

**Recommendation** Add allergy information to your menu

**Observation** you have added some allergen information, however you needed to cover all allergens in your food

**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

**Information** The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.

- be sure you know exactly what your allergens are
- convey this information to your customers accurately and consistently