



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Eaton Fish Bar and Planet Wok
Address of food business:	26 Eaton Street Norwich NR4 7LD
Date of inspection:	01/02/2018
Risk rating reference:	18/00081/FOOD
Premises reference:	13/00085/FD_HS
Type of premises:	Fish and Chips +Chinese Take-away
Areas inspected:	External store, Main Kitchen, Servery, Preparation room, Yard
Records examined:	SFBB, Cleaning schedule, Temperature control records, Training certificates / records, Pest control report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Take-away serving traditional Fish and Chips and Chinese cuisine

**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 food to the general risk of cross-contamination with bacteria or allergens:

- boiled rice was being kept for 2 days (day of prep+1)
- stock of clean plastic tubs still had food deposits on the rims
- peanuts and prawns stored in open containers next to non allergenic foods
- plastic tubs originally used for raw chicken still had pieces of film attached and were being used for storage of prepared vegetables.
- open containers of prepared foods were stored with the underside of a container in direct contact with the food in the container below.

**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 meats were being washed prior use spreading bacteria around the sink area

**Information:** Rice is a high risk food and should be used on the day it is prepared. No rice should be kept until the following day.

Ensure all traces of plastic film are removed from reusable tubs.

Ensure that all containers of known allergens are kept separately with the lids kept on at all times.

### Hand-washing

**Observation** Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

### 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:

- the chefs cloths were grubby and not being washed in a hot wash. The method of cleaning is not sufficient to remove all traces of dirt and possible contamination.

### Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- bag of bean sprouts with a use by date of 30.01.2018

### 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

- You are reusing plastic trays that originally contained raw chicken and using them for prepared vegetables, These boxes still had flaps of film attached that are difficult to clean and may trap bacteria beneath. Remove the film in its entirety to control the risk of cross contamination.
- a frozen block of miscellaneous chicken pieces were defrosting in a sink in the potato room. Ensure that the chicken is covered during this process to minimise risk of contamination.

## **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 floor in the potato chipping room
- the floor in the fish preparation room
- flooring under the frying range
- the external door to the fish preparation room
- the external surfaces of the stainless steel upright freezer
- wash hand basin in the servery to the Fish Bar
- the lower shelves to bench units

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

- wooden blocks were supporting the leg of the preparation bench in the chinese preparation room. Repair the leg to the bench unit or use a material to support the leg that is easy to clean.
- the ceiling in the chipping room

**Recommendation** Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

## 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:

- chopping boards

## Maintenance

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

- the plaster to the architraves to the external door (Fish Room)
- gap at top of external door-requires pest proofing.
- broken wall tiles to chip room walls
- replace the broken manhole cover beneath the wheelie bin in the rear.

## Pest Control

**Contravention** The door was ill fitting allowing pests access to the premises. The door or frame must be adapted to prevent access or the gap suitably filled.

## **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. 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)**

#### Type of Food Safety Management System Required

**Contravention** You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Implement Safer Food Better Business (SFBB) or an equivalent food safety management system.

- your existing SFBB pack is incomplete and you have yet to include the preparation and cooking of chinese cuisine.

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

**Information** The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

#### Food Hazard Identification and Control

**Contravention** The following pre-requisites have not been met and prove your food safety management system is ineffective:

- Pest control is inadequate
- you do not have a pest control contract and what you have in place is not adequate to control pests on your premises.

**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:

- Cross-contamination
- Cleaning
- Cooking

#### 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:

- staff training, cleaning schedule, 'prove it' records.

#### Waste Food and other Refuse

**Legal Requirement** If you have waste you have a duty of care to:

- Ensure that the person who takes control of your waste is licensed to do so.
- Take steps to prevent it from escaping from your control.
- Store it safely and securely.
- Prevent it from causing environmental pollution or harming anyone.
- Describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else.

**Information:** we have reason to believe that some waste materials associated with your food business are entering the drains with the potential to cause a blockage in the drainage system and or pollution to the river system.

### **Recommendation**

- Dispose of food scraps in the bin before washing plates.
- Collect waste oil in an airtight container.
- Use a strainer in the sink plug hole to collect scraps. Empty scraps into the bin.
- Arrange for the oil to be collected by a licensed waste contractor.
- Install a grease trap which separates the fat from the waste water.
- Use enzyme dosing systems with special bacteria to reduce the fat.

### Training

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

- staff were not washing their hands after touching the waste bins.

### 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** Loose (also called non pre-packed) foods are:

- foods served at restaurants and canteens.
- take away foods that are placed into containers and sold at the same premises.
- any foods sold loose, e.g. meat or cheese at a deli counter, unpackaged bread or pick and mix sweets (including individually wrapped sweets)

