



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	City Shellfish Bar
Address of food business:	Stall 4 Market Place Norwich NR2 1ND
Date of inspection:	21/03/2018
Risk rating reference:	18/00366/FOOD
Premises reference:	10/00017/FD_HS
Type of premises:	Fishmonger
Areas inspected:	All
Records examined:	SFBB, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fishmonger

**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
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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:

- no dedicated knife for cutting / slicing lemons used as an accompaniment to ready to eat sea food dishes.

**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:

- there was no hot water supply to the dedicated wash hand basin in the 'ready to eat' side of the stall. Another sink was available to use as a temporary alternative. You informed me that the faulty boiler that provides the hot water is due to be serviced/fixed by NPS. You must ensure staff carry out good hand wash practices whilst sharing the same hand wash basin i.e wiping down tap heads with a clean paper towel after use etc.
- the wash hand basin in the ready to eat side of the stall was obstructed by a large upright chiller unit and a stainless steel panel propped up against it.

## **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 Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that the premises was 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:

- rust on vents to fish chiller display chillers

### Facilities and Structural provision

**Contravention** The following facilities were inadequate or absent and must be provided or improved:

- one of the hot water heaters was not working

**Legal Requirement** An adequate number of washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water.

### **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. 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)**

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

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

- you currently use Safer Food Better Business (SFBB) as your written food safety management system. However, I found the SFBB pack difficult to follow as numerous pages were water damaged and difficult to read. Pages were also stuck together and some of the contents i.e. staff training records were missing. Also, some Safe Methods were completed by the last food business from 2010. Based on these findings I do not believe the SFBB is an up to date, fully working written food safety management system which is easily followed by staff. I took your verbal assurance that you will download or purchase two new packs of Safer Food Better Business (SFBB).

**Information** You can download a Safer Food Better Business pack and refill diary pages from the Food Standards Agency website:  
[www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Information** If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available however, do make sure staff have access to it at all times when working.

#### **Traceability**

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

#### **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**

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

## Allergens

**Information** Allergen information can be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided up front, clear sign posting to where this information could be obtained must be provided.

**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