

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Lucky Fish Bar
Address of food business:	193 Drayton Road Norwich NR3 2PG
Date of inspection:	27/03/2018
Risk rating reference:	18/00531/FOOD
Premises reference:	06/00244/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Preparation room, Servery
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fish and Chip takeaway

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 food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- bags of open batter and flour were being stored next to the wash hand basin
- blue tack was being used to hold food orders above the chip scuttle

Observation I was pleased to see that tongs were used to handle food

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

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:

- it was noted that food handlers were not wearing suitable and clean over-clothing. You must ensure that all person working in food handling areas wear suitable clean and where appropriate, protective clothing.
(a jumper with sequins on was being worn by a food handler fibers or sequins could fall into food causing a contamination problem)

Contravention the wash-hand basin was not in regular use. Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- After using the toilet;
 - After handling rubbish;
 - After smoking;
 - After taking a break;
- After handling raw food

Temperature Control

Food protected from bacterial **growth** during chilled storage/hot holding/display for sale/preparation/ defrosting and reheating

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- food i.e meat pies and raw fish were being defrosted at ambient temperatures. I recommend that you thaw foods in covered containers in the refrigerator

Legal requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health

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 walls to the potato preparation room behind the sink (See photo below)
- walls in prep 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:

- the interior to the fish fridge
- the handle to the fish fridge
- the interior top rim to the freezer
- the interior and the shelves to the Beko fridge
- the blue and green cutting boards were badly scoured and need replacing
- the cushions to the stools in the kitchen were held together with tape

Maintenance

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

- the step leading down to the potato room (See photo below)

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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.

Information As you are a new business you have been given the benefit of the doubt despite your food safety management system not fully complying with the law. You must act on this now as your hygiene rating score will be reduced to a maximum of 1 if there is a similar situation at the next visit

Proving Your Arrangements are Working Well

Recommendation Labelling perishable food with the date it must be used or discarded will help you rotate your stock and demonstrates you have effective controls in place.

Training

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

- the premises was in a dirty condition
- there was a risk of contamination of open foods
- you did not have a 'Food Safety Management System'

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for this course are on our website: www.norwich.gov.uk

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

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

- foods served at restaurants and canteens.
- takeaway 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)

Information Allergen information could 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 upfront, clear signposting 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

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.

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.

Recommendation Add allergy information to your menu

Legal Requirement We have no records of the registration of your business. As a food business operator you need to be registered with your local authority this is a legal requirement.

You can register your business by filling in the registration form on line which can be found at www.norwich.gov.uk/registerafoodbusiness