



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Hartlands Fish Bar
Address of food business:	94 Harvey Lane Norwich NR7 0AQ
Date of inspection:	11/04/2018
Risk rating reference:	18/00591/FOOD
Premises reference:	13/00319/FD_HS
Type of premises:	Fish and Chip shop
Areas inspected:	Main Kitchen, External store
Records examined:	SFBB
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

Your Food Hygiene Rating is 4 - a good standard



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:

- raw foods i.e sausages and fish were being stored above ready-to-eat foods i.e margarine in the upright larder fridge

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 towel to the towel dispenser at the wash hand basin. However this was filled in my presence

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 wearing their outdoor clothes. However these were changed in my presence

Temperature Control

Recommendation I recommend that you monitor and record temperatures of food in the the fridges, freezers and hot display cabinet.

Guidance It is essential to know that your probe thermometer is working properly. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C. If the reading is outside this range you should replace your probe or return it to the manufacturer to be calibrated.

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

- chicken and mushroom pies were being stored in a cardboard box in the Williams fridge. Cardboard boxes should not be used to store foods in the fridges as they cannot be cleaned. Use clean lidded plastic containers to store food in the fridges
- uncovered chicken was being stored in the fridge. Ensure all foods are covered in the fridges

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

Contravention The following structural items were dirty and require more frequent and thorough cleaning:

- skirting boards behind the batter and come rice containers
- wood above the pipework above the washing up sink
- tiles to the potato preparation room
- ceiling in the potato preparation room
- cobwebs were seen to the windows in the potato preparation room

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:

- scoop in the batter mix
- blue chopping board was badly scored
- grid to the long chest freezer
- large chest freezer needs defrosting

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria such as E.coli 0157 between surfaces:

- there was no sanitiser or anti-bacterial spray in the premises

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.

Maintenance

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

- casing to the microwave
- lid to the chest freezer
- handle was missing to the chest freezer

- damage to the control casing to the chest freezer
- indicators to the taps to the washing up sink
- lid to rice cone container
- there was an open-floor drain in the yard. Make sure you fit the drain with a close-fitting grill which is easy to clean

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. 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 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 ready-to-eat foods under raw in the fridge

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 cleaning schedule
- it states in your pack that chef trousers are worn

Observation you were using a 'Safer Food Better Business' pack that belonged to the previous food business operator

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Recommendation You can buy a printed copy of Safer Food Better Business or a diary refill pack from Coventry City Council use the link on www.norwich.gov.uk/sfbb

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

Recommendation Catering staff should refresh their food hygiene knowledge every three years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

Contravention You have not warned your customers about the potential for cross-contamination with allergens.