

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Golden Fish Bar
Address of food business:	6 - 6A Hall Road Norwich NR1 3HQ
Date of inspection:	24/01/2019
Risk rating reference:	19/00049/FOOD
Premises reference:	07540/0006/0/000
Type of premises:	Fish and Chip shop
Areas inspected:	Main Kitchen, Storeroom, Dry store, Front of house, Servery
Records examined:	SFBB, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Typical fish and chip shop serving local community

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 3 - a generally satisfactory 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, foreign objects or chemicals:

- large potted plants sited in main counter and frying range
- uncovered 'pukka' pies in fridge

Hand-washing

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

- slow hot water supply at the dedicated wash hand basin in rear kitchen

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

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 items were dirty and require more frequent and thorough cleaning:

- floor at base of step into upper kitchen area from main counter area
- on top of 'Samsung' fridge in main counter area
- high level cleaning in rear store room
- metal machinery for ventilation system in rear kitchen
- duct work to large ventilation system in rear kitchen area

Maintenance

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

- missing/damaged wall tiles next to wash hand basin in front servery area
- flaking paint to wood windows
- flaking paint to metal extraction/ventilation system in rear kitchen area

Facilities and Structural provision

Information I was pleased to note that you intend to redecorate rear store area and paint floor with new purpose floor paint.

Observation I was pleased to note that you had purchased new fridges since the last inspection.

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. You have a satisfactory track record. 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 you are not working to the following safe methods in your SFBB pack:

- the daily diary is not completed correctly
- 4 WEEKLY reviews not completed
- staff training records were out of date

Information I acknowledge that you have had recent operations which has effected your mobility for several months but you must keep the daily diary pages up-to-date. If you are unable to fill them in yourself then delegate a member a staff to do them and ensure they carry out the opening and closing checks. Without properly completing the daily dairy section of the pack you have no written evidence that you have followed your food safety procedures.

Traceability

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

Training

Contravention The following evidence indicates there is a staff training need:

- you were unable to produce evidence of any food hygiene training. Food safety law requires you must have food hygiene training. I have provided details of course within this report. I took your verbal assurance this will attended to.

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

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 the equivalent CIEH course are on our website: www.norwich.gov.uk/foodsafetytraining

Recommendation Catering staff should refresh their food hygiene knowledge every 3 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.

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.