



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:	14/03/2019
Risk rating reference:	19/00233/FOOD
Premises reference:	19/00002/FD_HS
Type of premises:	Cuisine - Fish and Chip Takeaway
Areas inspected:	Main Kitchen, External store, Servery
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	fish and chip shop

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 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

Observation tub of butter was stored below raw foods. Ready to eat food should be kept above raw foods.

Hand-washing

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

- there was food debris in the wash hand basin. The wash hand basin must only be used for hand washing.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

Information You must ensure that hot held food is kept at or above 63°C or it must be sold or discarded after 2 hours.

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. The minor contraventions require your attention. **(Score 5)**

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 between surfaces:

- you had run out of antibacterial / sanitiser cleaner (this was immediately obtained)
- You must ensure that you have anti-bacterial spray or sanitiser as part of your opening checks

Maintenance

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

- door to potato store prep area is broken
- wall tiles in potato store prep area damaged

Pest Control

Contravention The following evidence indicated the premises had not been suitable protected from pests:

- door to potato store prep area is broken this could allow vermin access

3. Confidence in Management

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

Contravention You have not registered your food business. You must complete the online registration form at www.norwich.gov.uk/registerafoodbusiness

Type of Food Safety Management System Required

Contravention You do not have a documented food safety management system. Implement the Safer Food Better Business catering pack or an equivalent food safety management system.

Proving your arrangements are working well

Contravention You should keep a daily record of chilled food temperatures to demonstrate your food safety management system is working effectively.

Training

Recommendation Food handlers complete food hygiene refresher training every three years.

