



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:	26/04/2019
Risk rating reference:	19/00384/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

Your Food Hygiene Rating is 5 - a very 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 ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- Separate the cockles and whelks from the raw oysters
- Store the perspex chiller screens off the floor and away from sources of contamination

Contravention You are using the following complex equipment for both raw and ready to eat foods. There is a risk of cross-contamination as the internal machine components and these cannot be adequately disinfected. You must stop this immediately and if you wish to continue provide separate equipment for ready to eat and for raw food.:

- weighing scales
- I noted you were waiting for a new shelf to arrive before being able to house your second set of weighing scales on the narrow counter of the new display chiller. Ensure this is done at the earliest opportunity.

Hand-washing

Observation I was pleased to see handwashing was well managed.

Personal Hygiene

Recommendation To further improve personal hygiene I suggest:

- follow the 6 stage good hand washing technique details of which are in your Safer Food Better Business pack

Observation I was pleased to see staff wash their hands as soon as they entered the stall.

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.

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

Observation The unit had been well maintained and the standard of cleaning was good.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following equipment is too complex to disinfect and must not be used for both raw and ready-to-eat foods:

- weighing scales

Legal Requirement Complex equipment cannot be cleaned sufficiently between raw and ready to eat operations

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.

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Recommendation A few entries in the SFBB pack were missing. There were some pages in the Cross contamination section that were missing. Review the Safe Method section in the pack by cross referencing the pages freely available via the Food Standards Agency website www.food.gov.uk.

Observation You were using two separated SFBB packs (one for the shellfish side of the business and the other for the fresh fish side). Consider combining the packs to make record keeping simpler. Ensure that the combined pack adequately reflects what the food hazards are and what you do to control them.

Food Hazard Identification and Control

Contravention The following Safer Food Better Business SAFE METHODS are incomplete:

- Cross-contamination

Traceability

Observation I was pleased to see you were now recording the health marks that come with each consignment of live shellfish. You may also consider sticking the health mark into the diary pages of your SFBB pack as each consignment is opened.

Training

Recommendation Keep any food hygiene training certificates on display where your customers can see them.

Infection Control / Sickness / Exclusion Policy

Observation The fitness to work page appeared to be missing from the safe method section of your SFBB pack.

PUBLIC HEALTH

Locally Sourced Food

Information The Locally Sourced Food Business Merit promotes businesses that have at least 5 foods on their menu that come from East Anglia. I would encourage you to apply for a We buy local Business merit. You can apply on line at www.norwich.gov.uk. Simply search on Business merits at the top right hand corner of the page. Applications are free of charge.

