



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Simply The Best Fish Bar
Address of food business:	9 Bowthorpe Main Centre Wendene Norwich NR5 9HA
Date of inspection:	20/06/2019
Risk rating reference:	19/00502/FOOD
Premises reference:	15/00221/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen
Records examined:	SFBB, Cleaning schedule, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Kebab/Pizza/Fish & Chips 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 2 - improvement is necessary



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 ready-to-eat food and or its packaging to the risk of cross-contamination with food-borne bacteria from raw meat or unwashed fruits and vegetables:

- raw foods i.e shish kebabs were being stored next to ready-to-eat foods i.e prepared lettuce and above mayonnaise and cheese in the stainless steel double door fridge
- same containers were being used for raw and ready-to-eat foods

Contravention You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods.:

- storage containers

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.

Guidance The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:

- * the complete separation of raw and ready-to-eat food
- * the correct use of wash-hand basins and thorough hand-washing
- * having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- * through 2-stage cleaning and the correct use of sanitiser
- * and by controlling the risks posed by soiled vegetables.

Guidance If heat disinfection or a dishwasher is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) and must be stored and washed separately.

Legal Requirement Visitors to rooms where food is handled are required to achieve the same standard of hygiene as food handlers. Provide additional white coats or aprons for visitors

Hand-washing

Observation I was pleased to see hand-washing was well managed.

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:

- persons seen in the kitchen not wearing protective clothing

Legal Requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

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.

Recommendation I recommend that you monitor and record fridge and freezer temperatures

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- lobby door to WC was left open. Ensure that this door is closed at all times
- container of prepared lettuce was being stored on floor
- personal items i.e cigarette papers were being stored in a food room on a work surface
- bottles of bleach were being stored in a food container
- old car batteries were being stored in a food room

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

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

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

- flooring to interior of walk in freezer
- flooring underneath equipment
- rear door

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned::

- seals to walk in freezer
- seals to Polar fridge
- handles to fridge used as storage
- food containers
- lids and interior to food containers storing rice corn, batter mix and pizza flour
- underneath towel and soap dispensers
- interior around top to small freezer
- extractor fans to the extractor canopy

- interior to microwave
- seals to glass fridge door
- seals to pizza fridge
- packaging film left on Polar fridge. Remove the film to allow easy cleaning
- stool seat held together with tape

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that your cleaning materials, were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

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

- pipe work held up by wooden blocks
- flooring
- tiles to chipping over
- leak to boiler
- ceiling tiles
- vent above boiler
- broken tiles to the wall behind wash hand basin
- cardboard on bare wood
- wall near rear door
- Baffle filter to canopy

Facilities and Structural provision

Observation I was pleased to see the premises had adequate facilities

Pest Control

Observation I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. 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 pre-requisites have not been met and this means that your food safety management system will be ineffective::

- cleaning and sanitation are poor
- maintenance is poor

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- cross-contamination
- raw foods stored next to ready-to-eat foods
- using same containers for raw and ready-to-eat foods

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- training records / supplier lists
- cleaning schedule
- food allergies
- cleaning /clear and clean as you go
- it states in pack that hats are worn

Traceability

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

Training

Contravention the following evidence indicates there is as staff training need for food handlers:

- standard of cleaning was poor
- cross-contamination

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 gastro-intestinal illness stay away from work until symptom-free for 48 hours.

Allergens

Observation I was pleased to see that you had a list of allergens on the wall. However you need to identify all allergens in your food you supply and bring this to the attention of your customers

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 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 There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern:

- electric wires trailing across the floor