



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Fish N Chip Shop
Address of food business:	71 Magdalen Street Norwich NR3 1AA
Date of inspection:	23/10/2019
Risk rating reference:	19/00740/FOOD
Premises reference:	19/00110/FD_HS
Type of premises:	Cuisine - Fish and Chip Takeaway
Areas inspected:	All
Records examined:	SFBB, Cleaning schedule, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fish and Chip shop serving the 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 satisfactory Standard

1. Food Hygiene and Safety

Food Hygiene standards are good. You demonstrated good compliance with legal requirements. You have safe food handling practices and procedures and the necessary control measures to prevent cross-contamination are in place. **(Score 5)**

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high. Staff were observed washing their hands and were wearing hats/ had long hair tied back.

Recommendation Currently staff have only been provided with 2 black aprons each which they are responsible for washing. Recommend you either provide them with additional aprons to ensure that they always have a clean one available or have spares available at the premises should the need arise.

Recommendation You should consider the risk of facial hair (from a beard) falling into food and provide and wear snoods.

Contravention There was no towel provided at the hand wash basin when I started my inspection - although this was put in place immediately I mentioned it.

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, cleaning and maintenance are satisfactory. Improvements are needed in the standard of drainage and waste disposal provision. Contraventions require your immediate attention as some are critical to food safety. **(Score 10)**

Cleaning of Structure

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

- pipework etc behind chipping machine
- wall surface near gas meter
- shelving under sink unit

Contravention The following items could not be effectively cleaned and must be covered or made non-absorbent:

- mdf or chipboard shelves in storeroom
- door step
- sawn wood edges to wall cladding around door and at wall end
- gas meter

Cleaning Chemicals / Materials / Equipment and Methods

Guidance The disinfectants in use whilst the labels state that they kill 99% of all germs Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697; or other standards that meet the same conditions and requirements.

Recommendation Disinfect equipment and utensils after cleaning with a suitable sanitiser.

Maintenance

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

- step/flooring at rear door
- splintered rough sawn timber edges around door reveals at external corner to wall
- rough metal edge to range

Contravention Food premises are to be kept clean and maintained in good repair and condition; The following indicates that the pre-requisites for any food premises have not been met:

- overflowing gulley/blocked drain in rear yard

Pest Control

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

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)**

Proving Your Arrangements are Working Well

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

- chilling / chilled storage / display of chilled food (day dots not being removed during washing- stock control) confusion as to the day any food should be disposed of.

Contravention The following sections in your SFBB pack were incomplete:

- the cleaning schedule
- staff training records

Contravention You were not recording the problems you have with the drains nor the refuse accumulating in the rear yard of your premises. Both of these matters should be referred to in your daily diary/4week review sheets along with the action you have taken to rectify the situation.

Information/recommendation A grease trap or grease busting device should be installed to prevent/minimise the drainage problems you are experiencing.

Waste Food and other Refuse

Contravention The following evidence indicated that waste food was not being disposed of appropriately:

- the yard area was piled high with waste materials including food waste (in sacks) timber and other non food waste. Arrange for the yard to be cleared of all waste material and find a contractor who can meet your need for a more frequent collection

Legal Requirement If you have waste you have a duty of care to:

- Ensure that the person who takes control of your waste is licensed to do so.
- Take steps to prevent it from escaping from your control.
- Store it safely and securely. (i.e. use lidded bins)
- Prevent it from causing environmental pollution or harming anyone.
- Describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else.

Recommendation Provide additional bins for the storage of waste materials so no sacks containing food waste are left in a manner that is likely to attract pests to your premises.

Allergens

Contravention You are failing to manage allergens properly:

- You do not have a system for informing customers about the presence of allergens in the food you prepare

Recommendation produce a allergen matrix for all menu items (including sauces)

Health and Safety

Matter of evident concern

The extraction flue to the frying range was exposed providing a risk of the public coming into contact with a hot surface.

The end panel to the frying range was missing exposing sharp edges to the metal work providing a risk of injury to the public/staff

It has been noted that you have already made arrangements for both these matters to be addressed. Until such time you advise you to put a warning notice stating 'Do not touch Hot Surface' on the customer side of the flue and instruct your staff to be

careful when cleaning.