



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Golden Chips
Address of food business:	224 Sprowston Road Norwich NR3 4HT
Date of inspection:	11/12/2019
Risk rating reference:	19/00841/FOOD
Premises reference:	15190/0224/0/000
Type of premises:	Food take away premises
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 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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

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

**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:

- uncovered foods in fridge ie. savoloy sausages and 'pukka pies'

#### Hand-washing

**Observation** I was pleased to see handwashing was well managed.

#### Personal Hygiene

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

## **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**

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

- around equipment feet
- behind and under equipment
- cobwebs to window in rear kitchen area
- cobwebs to 'chicken wire' window covering in rear kitchen area

## **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. 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)**

### **Type of Food Safety Management System Required**

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

**Legal Requirement** Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

**Information** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Information** If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb) However, do make sure staff have access to it at all times when working.

**Recommendation** You can buy a printed copy of Safer Food Better Business or a diary refill pack via our website [www.norwich.gov.uk/sfbb](http://www.norwich.gov.uk/sfbb)

### Proving Your Arrangements are Working Well

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

- personal hygiene / handwashing
- cloths / cross contamination
- chilling / chilled storage / display of chilled food

**Contravention** The following matters are needed in order to demonstrate your food safety management system is working as it should:

- probe calibration records
- staff training records

### Traceability

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

### Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

### Training

**Observation** I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

### Infection Control / Sickness / Exclusion Policy

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

### Allergens

**Contravention** You are failing to manage allergens properly:

- You have not identified the allergens present in the food you prepare

- You do not have a system for informing customers about the presence of allergens in the food you prepare
- You are not informing customers about the risk of cross contamination with allergens

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.