

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	FCR
Address of food business:	141 Aylsham Road Norwich NR3 2AD
Date of inspection:	05/08/2021
Risk rating reference:	21/00184/FOOD
Premises reference:	20/00330/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fish and chip shop also cooking and serving ribs.

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 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. 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 food in main in freezer.
- flies were seen circulating in rear kitchen. Likely due to rear door being open by family members using the kitchen at the time of my visit.

Hand-washing

Observation I was pleased to see hand washing 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. 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:

- floor/wall junctions
- behind and under equipment

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

- unsealed wooden structures

Cleaning of Equipment and Food Contact Surfaces

Observation You had dedicated equipment for the preparation of raw and ready-to-eat foods.

Maintenance

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

- damaged cladding
- broken, chipped ungrouted or missing tiles

Information At time of my inspection you were deciding on locations for storing your fridge's and freezers. These were currently located in an enclosed side access area. You informed me you are considering tiling this area. If you wish to continue in using this area for food storage i.e location of fridge's and freezers it must be improved as it had bare plaster and wood joists to ceiling. I also acknowledge that you have not been in the premises long and took your verbal assurance you are going to attend to the cleaning and possible structural alterations

Pest Control

Recommendation The rear door should be kept closed or a screen provided to prevent the entry of pests.

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)**

Type of Food Safety Management System Required

Information As you are a new business you have been given the benefit of the doubt despite your food safety management system not fully complying with the law. You must act on this now as your hygiene rating score will be reduced to a maximum of 1 if there is a similar situational at the next visit.

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

Food Hazard Identification and Control

Contravention The following SAFE METHODS are missing from your Safer Food Better Business pack:

- Cross-contamination
- Cleaning
- Chilling
- Cooking

Information I was pleased to note you had a copy of Safer Food Better Business and started to complete some sections. However there were large sections that still required completing.

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

Information Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided upfront, clear signposting to where this information could be obtained must be provided.

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 The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you do not know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently