



**Public Protection (food & safety)**  
**Food Premises Inspection Report**

Name of business:	Eaton Fish Bar
Address of food business:	26 Eaton Street Norwich NR4 7LD
Date of inspection:	09/03/2022
Risk rating reference:	22/00164/FOOD
Premises reference:	13/00085/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Servery, parts of preparation area and external store used by this business
Records examined:	Shared SFBB pack
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fish and chip shop

**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	<b>35 - 40</b>	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	<b>20</b>	-
<b>Your Rating is</b>	5	4	3	2	<b>1</b>	0

Your Food Hygiene Rating is 1 - major 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 food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- torn pieces of blue roll were laying along the back of the fryer. Be careful that this does not become a foreign body contaminant.
- empty raw chicken boxes were bring used in the fry area to catch oil and contain raw fish and batter. Whilst these food items are going to be cooked, using cardboard boxes which are likely to harbour bacteria is unacceptable practice. Cease using these in this way.
- general clutter and other cardboard boxes everywhere which can lead to general

contamination.

**Guidance** The FSA (visit [www.food.gov.uk](http://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 handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

### Hand-washing

**Contravention** The following indicated that hand-washing was not suitably managed:

- the basin in the servery was satisfactory, but the basin in the external store had items stored in it.

### Personal Hygiene

**Recommendation** To further improve personal hygiene I suggest that an apron be worn over the over clothing. Also that chef-style trousers/top and apron be provided and worn. This will be easily identified as washable over-clothing, and only worn when preparing food.

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

### Temperature Control

**Contravention** The following indicated that there was a risk of bacteria growing on food or surviving in cooked food:

- you were unaware of the correct hot holding temperature, and were not monitoring hot hold items. Although you cook to order it is still important you are monitoring this temperature. (Hot foods being kept warm should be above 63 degrees Celsius, or used within 2 hours)
- you never calibrate the probe thermometer to check it is showing accurate temperature readings.
- you have a probe thermometer but admitted it is never used to check cook or reheat temperatures. This should be done as a back up to standard cooking procedures and to support a due diligence defence.

**Guidance** It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

**Recommendation** Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature.

**Observation** I was pleased to note you monitor fridge and freezer temperatures at least daily.

### Unfit food

**Information** High risk items bear a use by date. You must not sell, use or intend to sell such items and should ensure you have checks in place to remove these from use.

**Recommendation** You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday (an exception is rice which should not be kept longer than 24 hours)

### Poor Practices

**Guidance** It is permitted to sell food after its Best Before date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer at the time of sale. You must check the food and make sure your customers are aware that it is past the Best Before date.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### Cleaning of Structure

*The external store and storeroom are shared with Planet Wok. As such you have a shared responsibility to keep these clean, but I have highlighted the areas you use most.*

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

- floor and walls around potato preparation area in external store
- floor under potato pallet.

**Recommendation** Improve your housekeeping .

**Recommendation** Remove redundant items and equipment from food rooms.

**Observation** The servery had been well maintained and the standard of cleaning was good there.

### Cleaning of Equipment and Food Contact Surfaces

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

### Cleaning Chemicals / Materials / Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces. Products were shared with Planet Wok:

- the sanitisers do not comply to BS EN 1276:1997 and 13697:2001 standards
- there was a mixture of cleaning chemicals from different manufacturers, all needing different methods of use and contact times. You were not clear about how these should be used to be effective.

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

**Information** You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

**Guidance** Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

### Maintenance

**Observation** You are maintaining the servery in good condition.

### Facilities and Structural provision

**Recommendation** Do not use cardboard on floor surfaces, as the floor cannot be kept clean. (If floor surfaces are slippery then action should be taken to improve the non-slip property of the floor surface and the type of shoes worn by staff should be reviewed).

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

## 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 is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

#### Type of Food Safety Management System Required

**Contravention** A single SFBB Catering pack was seen. It is not adequate to have one pack, used by both businesses. As the two businesses are under separate ownership each business needs its own Food Safety Management System, ie, a pack each.

The pack seen was not used adequately. The diary pages had lapsed for several months.

**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)

#### Food Hazard Identification and Control

**Contravention** The control methods you have put in place at the following critical control points are not sufficient:

- bacteria surviving in cooked and hot held food.

#### Proving Your Arrangements are Working Well

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

- cloths / cross contamination
- food allergies
- daily diary
- 4-weekly checks

#### 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

**Recommendation** A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Observation** You claim to have done a Level 2 course in Food Safety. However you have no certificates to prove this. Given this was many years ago please note the comment above.

## Infection Control / Sickness / Exclusion Policy

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

## Allergens

**Contravention** You are offering or selling prepacked for direct sale (PPDS) food which does not have the correct allergen labelling. I am also not confident you have fully assessed your menu items.

**Contravention** You have not identified the allergens present in the food you prepare/sell.

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

**Information** Advise your customers how to get allergen information. Display a sign in a prominent place saying ASK OUR STAFF ABOUT THE ALLERGENS IN OUR FOOD

**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](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**Information** The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't 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

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

**Recommendation** Check if your business sells prepacked for direct sale (PPDS) food by using the Food Standards Agency's allergen and ingredients food labelling tool. Visit [www.food.gov.uk/allergen-ingredients-food-labelling-decision-tool](http://www.food.gov.uk/allergen-ingredients-food-labelling-decision-tool)

**Recommendation** For information or advice about prepacked food for direct sale (PPDS) contact Norfolk Trading Standards on 0344 800 8020 or email [trading.standards@norfolk.gov.uk](mailto:trading.standards@norfolk.gov.uk).