



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Giggling Squid
Address of food business:	24 Tombland Norwich NR3 1RF
Date of inspection:	09/05/2022
Risk rating reference:	22/00297/FOOD
Premises reference:	16/00234/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom, Basement
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Thai Restaurant

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 Hygiene Rating Re-Scoring Visit

Date: 20th July 2022

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Inspectors notes:

Observation I was pleased to see that the contraventions below had been complied with

- Food held in the bench-top service chiller was being discarded every four hours
- A new matrix had been created to record how long prepared foods were being stored for
- An extra rack had been provided for the cutting boards
- The taps to the wash hand basin had been replaced with a mixer tap
- New containers had been provided for storing prawn crackers
- Maintenance issues had been addressed i.e handle to the hot cupboard
- The premises had been cleaned to a high standard
- Staff had all been trained in your procedures

Contravention The following equipment was dirty and requires cleaning:

- The electric fly killer

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
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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

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Hand-washing

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

- the hot water was too hot for comfortable hand washing

Personal Hygiene

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

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- the bench-top service chiller was not keeping the food below 8°C

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:

- storing cooked rice for more than 24 hours
- storing prepared foods for longer than 3 days

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 day or 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.

Information The FSA has issued guidance on how long to store rice. If you chill down rice, do this as quickly as possible, ideally within **one** hour.

You can chill down rice more quickly by dividing it into smaller portions, spreading it out on a clean, shallow tray, or putting a container of hot rice into a larger container of cold water or ice.

When you have chilled down rice, keep it in the fridge until it is used and use within **one day**

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are generally 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:

- floor/wall junctions
- flooring underneath equipment
- walls behind the wok station
- electric fly killer and tray

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- interior to prawn cracker containers
- legs and wheels to equipment
- pedals to bins
- ridge to top of fridge door

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:

- worn scourers

Maintenance

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

- storage container storing prawn crackers
- handle to hot cabinet

Facilities and Structural provision

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

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. 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

Observation You have a food safety management system in place. However you need to review your procedures for storing rice and how long to store prepared foods

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

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Food Hazard Identification and Control

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

- bacteria growing on food

Proving Your Arrangements are Working Well

Contravention You are not working to the following practises and procedures within your HACCP plan:

- date labeling of prepared foods

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.

Infection Control / Sickness / Exclusion Policy

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

Allergens

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers