



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Ken's Fish Bar
Address of food business:	17 Friar Tuck Road Norwich NR4 6DB
Date of inspection:	25/03/2023
Risk rating reference:	23/00289/FOOD
Premises reference:	06340/0017/0/000
Type of premises:	Fish and Chip shop
Areas inspected:	Servery, Main Kitchen, Storeroom, Prep Room
Records examined:	Temperature Control Records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fish and Chips (Hot food Takeaway Premises)

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
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Your Food Hygiene Rating is 5 - a very 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:

- Open foods (pies) found in fridge. Cover food in the fridge to prevent any possible risk of contamination. Food should be properly wrapped or stored in clean, lidded, washable containers.

Hand-washing

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

- Wash hand basins were dirty.

Personal Hygiene

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

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.

Poor Practices

Recommendation I recommend that you clearly label fridges that are for your personal use.

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:

- Wash hand basin.
- The taps to the wash hand basin which were covered in limescale.

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Recommendation Improve your housekeeping.

Recommendation There was a build up of clutter within the side storeroom area. I understand that some of these items are personal effects of family members. I would however recommend you tidy up and declutter the storeroom area.

Observation The kitchen had been well maintained and the standard of cleaning was good.

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:

- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards.

Guidance Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697.

Maintenance

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

- Damaged seal to the white 'Osborne' labelled fridge.
- Damaged seal to the stainless steel 'Williams' labelled fridge.
- One of two light fitting within the storeroom was not working.
- Part of the floor covering in the storeroom was covered in duct tape. Renew or repair the floor and leave in a sound easy to clean condition.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- Clutter/housekeeping.
- Missing diffuser covers.

Recommendation Fit plastic diffuser covers to all fluorescent strip lights. These can be removed for cleaning and will help contain glass fragments in the event of a breakage.

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

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Your records are appropriate and generally maintained. You

have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

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 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 following Safer Food Better Business SAFE METHODS are incomplete:

- Cleaning
- Your cleaning schedule had not been completed. Please ensure this is fully completed.

Proving Your Arrangements are Working Well

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

- Cleaning schedule

Traceability

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

Infection Control / Sickness / Exclusion Policy

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

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.

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.

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.