

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

Name of business:	Mega Munch And Sea World Fish Bar
Address of food business:	147 Magdalen Road Norwich NR3 4LA
Date of inspection:	22/05/2025
Risk rating reference:	25/00454/FOOD
Premises reference:	16/00279/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Back of House, Yard, Main Kitchen
Records examined:	SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Formal
General description of business:	Fast food take away

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 2 - improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

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:

- food was not covered
- miscellaneous clutter due to poor housekeeping
- chopping boards badly scored and worn
- packs of medicine were found stored next to food products

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Hand washing

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

- no means for hygienically drying hands were available
- the wash hand basin was obstructed

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re-contaminating their hands

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- staff were not wearing suitable protective clothing
- staff were not using the wash-hand basin regularly

Legal Requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

Information There is a method for effective hand washing in your Safer Food Better Business pack

Information Taps can re-contaminate hands after washing. First dry your hands with a clean paper towel and then use the towel to turn the tap off

Guidance Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- * After using the toilet;
- * After handling rubbish;
- * After smoking;
- * After taking a break;
- * After handling raw food

Temperature Control

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

- cold foods were being stored above 8°C
- food temperatures were not being monitored
- food was not being kept cold as long as possible during production
- foods were not being stored at the temperature directed by the manufacturer

Legal Requirement If you rely on selling COLD food (displayed over 8°C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

Information Frozen foods were being defrosted at room temperature. There is a risk that bacteria will begin to grow in the food once it has defrosted. I recommend that frozen foods are placed in a fridge to defrost. You must ensure that any run-off liquid does not present a risk. I recommend that you defrost the food in a container

Information All food products should be stored in accordance with the manufacturer instructions. For example, I found sauces were being stored at room temperature when the manufacturer instruction is that they should be refrigerated once open

Information Sauces were noted stored at room temperature. The manufacturer's instruction states that these products should be stored refrigerated after opening.

Information All food products should be stored in accordance with the manufacturer instructions.

Guidance You cannot rely on taking chilled food temperatures by reading the temperature display on the refrigeration unit. You need an independent method that is clearly related to the actual food temperature.

Guidance All food products should be stored in accordance with the manufacturer instructions.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it did not conform to food safety requirements:

- 5 packs of prawns out of date (21st May)
- lamb leg out of date

Legal Requirement High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

Guidance If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before it becomes unsafe. In practice foods should be frozen at least a week before the USE BY date and when defrosted labelled with a date so that it is used within 2 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 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 cooked rice which should not be kept longer than 24 hours)

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:

- sauce bottles not labelled
- defrosted burger buns not labelled
- tub of cheese past its 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

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

- around equipment feet
- behind and under equipment
- electric fly killer and tray
- hand contact surfaces, such as light switches and door handles
- high level cleaning
- top of the ovens
- monitoring screens

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

- floors
- walls
- the fridge shelves are rusting
- hand wash basin sink
- front of house screen
- back of house chest freezer

Recommendation Improve your housekeeping.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- microwave
- fridge door seals
- pizza machine
- sauce bottles in the fridge
- kitchen bins

- bottom of the fridges and freezers

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:

- mop stored directly on the floor

Maintenance

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

- fridge and freezer seals
- back of house chest freezer

Pest Control

Contravention There is evidence of pest activity on the premises:

- spiders were found on the walls around the premises

Contravention Pest proofing is inadequate particularly in the following areas:

- the external doors were left open

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)**

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- staff hygiene is inadequate
- staff training is inadequate

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

- cleaning
- cooking
- cross-contamination

Proving Your Arrangements are Working Well

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

- chilling / chilled storage / display of chilled food
- cleaning / clear and clean as you go

- cleaning schedule
- personal hygiene / hand washing
- training records / supplier lists

Infection Control / Sickness / Exclusion Policy

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

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- were not washing their hands often enough
- were using food that was passed its USE BY date
- were using poor cross contamination practices

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

Allergens

Contravention You are failing to manage allergens properly:

- tubs of coleslaw not labelled