



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Bakers of Norwich
Address of food business:	Stalls 72-73 Market Place, Norwich
Date of Inspection:	11 March 2014
Risk Rating Reference	14/00185/FOOD
Inspection Reference	EH14/10224

Type of Premises:	Small retailer
Areas Inspected:	All
Records Examined:	FSMS
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed with within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

The Law

The report relates to the following 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.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice

(**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

Please Note

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

FOOD SAFETY

How we calculate your new Food Hygiene Rating:

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		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



This space is reserved for your Right of Reply

- You have a 'right to reply' in respect of this food hygiene rating. This allows you to explain what improvements you have made or to offer an explanation for the standards we found at the time of this inspection.
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- Your new rating will be displayed here and on your website listing
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

<u>General description of the business</u> Butchers selling raw meats only

Food HygieneSummary:

Food hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

Hand-washing

1. I was pleased to see that you had hot water, soap and hygienic hand drying facilities at the wash hand basin. **(Observation)**:
2. I recommend that a liquid hand wash that had disinfectant properties conforming to the European Standards BS EN 1499:1997 is used. This information should be available on the label of the product. Shea butter and ginger hand wash is not recommended to be used in a food business. **(Recommendation)**:

Temperature Control

3. I was pleased to see that fridges and freezers were running at correct temperatures and these were recorded in a diary. **(Observation)**

Practices

4. I recommend that cardboard labels and pens are not kept above the meat on the display unit in case they fall onto the meats. **(Recommendation)**

Structure and CleaningSummary:

The structure, facilities, 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 satisfactory. The minor contraventions require your attention. **(Score 5)**

Cleaning

5. The following items were dirty and require more frequent and thorough cleaning **(Contravention)**:
 - Corners to the inside floor of the walk-in chiller.
 - Floor under front display fridges.
 - In corner behind washing-up sink.
 - Pipes under wash hand basin.
6. I was pleased to see that your sanitiser conformed to British Standards. **(Observation)**

Confidence in Management

Summary:

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Some minor issues were identified relating to staff supervision and training. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Documented Food Safety Management System

7. On examining your HACCP system it revealed that it has not been revised since 2000. It does not deal with stock control or your cleaning schedule. Temperatures of all meats are stated to be below 8°C. Poultry should be 4°C or below, and offal should be 3°C or below. Your HACCP will have to be revised and your staff will have to be trained in your revised systems. There were no checks or double checks by the management.
 - You must have up to date written procedures based HACCP principles to make sure food is safe.
 - You must put procedures into practice.
 - You must carry out checks to make sure that your procedures are working effectively.
 - You must deal with problems revealed by your checks.
 - You must keep records of your checks including problems found and how you dealt with them.
 - Your procedures must be reviewed whenever anything changes that might affect food safety.
8. I strongly recommend that you draw up a cleaning schedule. This will help you ensure that all aspects of your operation are covered by: **(Recommendation)**
 - allocating specific tasks to your staff;
 - specifying what cleaning materials should be used and the method;
 - specifying how often items/areas should be cleaned;
 - specifying any safety precautions for staff.

Allergies

9. In 2014 new Food Information rules will require food businesses to provide allergy information on unpackaged food sold from all catering outlets including takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There will also be changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Food Standards Agency website.
<http://allergytraining.food.gov.uk/english/in-the-restaurant/>
 It's best to be prepared. If you can, make these changes now. **(Information)**