

## Public Protection (food & safety)

### Food Premises Inspection Report

Name of Business:	The Norwich Providore
Address of food business:	Stall 45 Market Place, Norwich, NR2 1ND
Date of Inspection:	30 October 2015
Risk Rating Reference	15/00639/FOOD
Inspection Reference	EH15/34355
Type of Premises:	Small retailer
Areas Inspected:	All
Records Examined:	Cleaning schedule
Details of Samples Procured:	None
Summary of Action Taken:	Formal

#### 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 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
<b>Your Total Score</b>	0 – 15	20	25 – 30	35	45 – 50	> 50
<b>Your Worst Score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 2 – improvement is necessary



#### 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](http://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](http://www.norwich.gov.uk/foodhygieneratings)

### General description of the business

Retailing bakery products made at their bakery in Horsham St Faiths, preserves, sauces and cured meats.

## **Food Hygiene**

### Summary:

Food hygiene standards are generally satisfactory and being 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

1. 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  
**(Contravention):**
  - Bread and cakes were displayed uncovered.
2. I was pleased to see that you had installed sneeze guards at the front of the stall.  
**(Observation)**

### Hand-washing

3. The following evidence showed you were failing to manage hand-washing operations and that as a consequence food was exposed to the risk of contamination with harmful bacteria such as *E.coli* 0157. **(Contravention)**
  - There were no permanent hand wash facilities on the stall. This was noted at the last inspection and a hygiene improvement notice will be served separately.
4. I was pleased to see that the person on the stall was eventually able to find a bowl, 'Swarfega' hand wash, blue paper towel and a bottle of water. Hand sanitiser was available. **(Observation):**

### Personal Hygiene

5. I was pleased to see that the person on the stall had an apron to wear. **(Observation)**
6. I recommend that a hat or head covering is provided. **(Recommendation)**

## **Structure and Cleaning**

### Summary:

The structure, facilities, cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises.] [Improvements are needed in hand and/or equipment washing facilities. 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)**

### Cleaning

7. I was pleased to see that the stall now has a smooth impervious floor covering that is easy to clean. **(Observation)**

### Facilities and Structural Provision

8. The following facilities were inadequate or absent and must be provided or improved **(Contravention)**:
- There were no permanent hand wash facilities.

### Confidence in Management

#### Summary:

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)**

### Hazards to Food

9. The following matters demonstrated that you had not identified hazards to food or their methods of control at critical points in your operation **(Contravention)**:
- Hand wash facilities were inadequate.

### Documented Food Safety Management System

10. Your business is low risk and so your written procedures need not be elaborate. However, there must be some documentation and would suggest; rules of hygiene (including how and when staff wash their hands and your exclusion policy); cleaning schedule; date coding; pest reports **(Contravention)**
11. I was pleased to see that there was a cleaning checklist for the stall and an arrival/temperature check sheet for sausage rolls. **(Observation)**
12. I recommend that a rules of hygiene sheet is issued that includes when hands should be washed. **(Recommendation)**

### Allergies

13. Legislation requires food businesses to provide allergy information on unpackaged food. This applies to food sold from all catering outlets including restaurants,

takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There has also been changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Trading Standards website: [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc) **(Information)**