

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	European Food and Drink
Address of food business:	3 Aylsham Crescent, Norwich, NR3 2RZ
Date of Inspection:	10 December 2015
Risk Rating Reference	15/00785/FOOD
Inspection Reference	EH15/39122
Type of Premises:	Small Retailer
Areas Inspected:	All
Records Examined:	Safer Food Better Business (SFBB)
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 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	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

General description of the business

Local independently run retail shop selling foods from other european countries particularly Bulgaria, Romania and Turkey.

Food Hygiene

Summary:

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

1. I was pleased to see that **(Observation)**:

- You have a safe system in place for the use of the weighing scales for both raw (tomatoes/peppers/courgettes) and ready to eat foods (salami/pepperoni etc). Foods were being placed in plastic bags prior to weighing and a sanitizer used to clean the scales.

Hand-washing

2. 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)**

- Whilst you had liquid soap at the hand wash basin, this was not anti-bacterial. Ensure you provide a liquid anti-bacterial soap.
- A terry towel had been provided at the hand wash basin.

3. I recommend that you provide paper towel at the hand wash basins behind the deli counter and in the staff toilet. **(Recommendation)**:

Temperature Control

4. I was pleased to see that you have a probe thermometer that you use to monitor 'between pack' food temperatures for foods in the display fridges. **(Observation)**

5. it was noted that the temperature of foods in the fridges was found to be well below 8°C. **(Observation)**

Structure and Cleaning

Summary:

The structure, facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. You have effective pest control. Procedures are in

place to rectify any problems as they arise. There is good provision for waste disposal.
(Score 0)

Cleaning

6. I was pleased to see that the premises were maintained in a clean condition
(Observation)

Maintenance

7. I was pleased to see that the shop unit was in good repair. **(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. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. You are progressing towards a written food safety management system. 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

8. I was pleased to see that you are going to be using the SFBB pack for retailers as your food safety management system. **(Observation)**
9. The following management sections in your SFBB pack / documented food safety management system were either missing or incomplete. **(Contravention):**
- Diary pages not being used.
 - Incomplete supplier's list.
 - No staff training records.
 - No cleaning schedule (what, when and how to clean).

Allergies

10. 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 **(Information)** You must ensure that allergen information is available for all cakes (e.g. Baklava) that are sold loose.

HEALTH, SAFETY AND WELFARE

Uncontrolled Hazards

11. The following hazards had not been controlled and were of immediate concern.
(Contravention):

- Trailing flexes from electrical equipment need to be secured to control trip hazards.

It is understood that this matter is being attended to shortly by an electrician.