



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	P B George Butchers
Address of food business:	13 Distillery Square, Norwich, NR2 4BH
Date of Inspection:	17th February 2017
Risk Rating Reference	17/00318/FOOD
Premises Reference	04990/0013/1/000
Type of Premises:	Butcher retailing RTE foods
Areas Inspected:	All
Records Examined:	FSMS, Cleaning schedule, Temperature control records, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Butcher with raw and ready to eat foods. Serving local community

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

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:

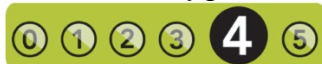
The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score 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 4 - a 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 or foreign objects:

- bottles of mayonnaise were stored above the raw meat counter area. These should be stored in the 'ready to eat' deli counter side of your premises.
- a red cloth used for cleaning in the raw meat area was seen placed on the 'ready to eat counter' next to the weighing scales. I was pleased that you recognised the contamination risk and removed the cloth immediately and disinfected the surface where it had been placed. I believe this was an isolated occurrence.

Hand-washing

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

- the dedicated, recently added stand alone wash hand basin in front 'deli area' was only producing cold water. I took your verbal assurance this was due to minor

electrical issue which you will attend too urgently. (There was another hand wash basin available for staff to use).

Personal Hygiene

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

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- a box of frozen pork pie's was found past the indicated 'Use by' date. As discussed you are implementing a new HACCP plan and your previous practise of freezing down this product will discontinue.

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 structural items were dirty and require more frequent and thorough cleaning:

- a 'channel' had been chased out of the lino floor behind main raw meat counter. This was to allow an electrical cable to sit lower than the floor to reduce it being a trip hazard. This channel was dirty.

Cleaning Chemicals / Materials / Equipment and Methods

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilution or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

Information

You informed me you were sourcing a new sanitiser with a shorter contact than the current one which had a '5 minute' contact time.

Maintenance

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

- flaking paint to base of door to walk-in dry store area.
- damaged door at its base to walk-in dry store area.

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- on the day of my visit there was no hot water supply to new stand wash hand basin behind deli counter only cold. You did have an alternative wash hand basin in rear butchery room. This was elbow operated to aid proper hand washing techniques..

Observation I was pleased to see you had recently fitted a dedicated wash hand basin in ready to eat deli counter.

3. Confidence in Management

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 have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Type of Food Safety Management System Required

Information I was pleased to see you are in the process of implementing a new HACCP plan and working with a food safety consultant. As discussed you are in the process of reviewing current food safety procedures. And, introducing/updating procedures on recording calibration of probe thermometers, vacuum packing of cooked meats, use of 'Use by' dates and shelf life of products.

Information As discussed only the food manufacture can alter or amend the 'Use by' date of its product.

Proving Your Arrangements are Working Well

Contravention The following matters are needed in order to demonstrate your Food Safety management system is working as it should:

- when checking historical records for time of cooking and length of cooking times for cooked meats the readings appeared consistently the same. As discussed you need to ensure staff are recording the actual physical time the products are going into the cooking ovens and removed. I am satisfied the meats are adequately cooked and reached the specified time temperature combination.

Information I was pleased to note you had recently increased your critical core temperature of cooked meats to above 75 degree's celsius and updated the new cooking temperatures on your record logs/HACCP documentation.

Training

Observation I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available.

Allergens

Recommendation Make a chart listing all your prepared products together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

Information I was pleased to note you are working on allergen requirements with your food safety consultant.

Matters of evident concern

The following matters were of immediate concern:

- the use of extension leads to supply power to refrigeration units and stand alone wash basin in deli area needs to be reviewed. I believe this accounted for the electrical 'tripping' occurring on the day of my visit. I took your verbal assurance you will attend to this.
- there was an extension lead sited on the floor under the dedicated stand alone wash hand basin in the 'deli' area. This is causing a possible electrical/fire risk due to water from staff washing hands inadvertently splashing onto the extension lead below.