



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Norwich Halal Butcher
Address of food business:	71 Magdalen Street Norwich NR3 1AA
Date of inspection:	07/11/2017
Risk rating reference:	17/00707/FOOD
Premises reference:	17/00092/FD_HS
Type of premises:	Butcher
Areas inspected:	Butchery counter, Shop floor, Yard,
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Formal
General description of business:	Halal butcher (with a rotisserie) serving the 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

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 1 - major 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. There are significant lapses in safe food handling practices and procedures. You are failing to apply some of the controls needed to prevent cross-contamination. 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 ready-to-eat food and/or its packaging to the risk of cross-contamination with E.coli 0157 and/or other pathogenic bacteria from raw meat or unwashed raw vegetables :

- Staff were observed using the sink to wash their hands instead of the hand wash basin provided. There was no soap and staff were not using paper towel to turn off the taps.

## Hand-washing

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

- Both persons working in the in the butchery were seen to use the sink to 'wash' their hands
- No anti bacterial soap available at the sink
- not using the paper towel to turn the tap off

## 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:

- Both persons working behind the butchery counter were not wearing protective over-clothing

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

**Observation** staff were observed not to be wearing protective clothing. An apron was put on when the Food Business Operator was questioned about this matter.

## Temperature Control

**Contravention** The following evidence indicated there was a risk of harmful bacteria remaining in cooked food because cooking time/temperatures were insufficient to kill them:

You are not using your probe thermometer to monitor the temperature of cooked foods so were unable to demonstrate that the chicken in the rotisserie had been cooked thoroughly.

**Recommendation** Check the core temperature of cooked and reheated foods, particularly larger items such as joints of meat, to ensure that it reaches 75°C for 30 seconds (or equivalent). This can be helpful in addition to visual checks of the food to determine whether it is properly cooked.

**Recommendation** Your SFBB pack contains details of how to calibrate your probe thermometer so you can be sure it is giving the correct reading. Discard the probe if it deviates by more than +/- 1°C

## Poor Practices

**Guidance** It is an offence to sell food which is not of the nature, substance or quality demanded by the consumer. Food sold passed it's 'best before' date could be of a

reduced quality so you must check it is OK before you sell it. You must also inform your customers the product is passed its 'best before'.

large containers of olives have been provided for self service and are kept in the display chiller in the shop. Yeast moulds were seen to be developing in the container of green olives. Whilst this type of mould is not harmful to health it demonstrates that the opened tub is being mishandled or is hanging around. You do not date the tub once opened so are unable to state how long it has been on sale.

**Observation** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- Inadequate hand washing
- Unable to demonstrate a safe procedure for the service of cooked chicken
- Unable to demonstrate the safe handling of the open tubs of olives

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

- trunking for cabling
- ledges and pipework under and behind equipment
- floor under equipment
- taps
- hand wash basins

### **Maintenance**

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

- a number of floor tiles were badly chipped
- the door between the butchery counter and the rear lobby was broken

### **Pest Control**

**Contravention** The rear door to the premises was left open during opening hours allowing pests (rats, insects) easy access to the premises. The door or frame must be adapted to prevent access:

**Recommendation** Provide an easy to clean pest proof screen to the back door

### **3. Confidence in Management**

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. Some staff not suitably supervised instructed and/or trained in food hygiene. You have a varying track record. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely.  
**(Score 20)**

#### **Type of Food Safety Management System Required**

**Contravention** You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Implement Safer Food Better Business (SFBB) or an equivalent food safety management system.:

**Contravention** Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.:

#### **Food Hazard Identification and Control**

**Contravention** The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- You are now cooking chicken in a rotisserie and selling it hot to customers. You have not included this process in your SFBB pack

**Contravention** The Safe Methods in your Safer Food Better Business (SFBB) pack are intended to show you have identified the hazards to food and what you must do to control them. The following Safe Methods were either missing from your SFBB pack or had not been completed appropriately:

- Cross-contamination
- Cleaning
- Cooking

#### **Proving Your Arrangements are Working Well**

**Contravention** The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- No records being kept for rotisserie chicken ('Prove it' records)
- staff training records
- extra checks
- diary pages not being used correctly
- cleaning schedule

### Waste Food and other Refuse

**Contravention** The following evidence indicated that waste food was not being disposed of appropriately:

- The yard was cluttered with redundant equipment cardboard and other waste materials which may provide harbourage to pests

### Training

**Contravention** The following evidence indicated there was a staff training need:

- Staff were not using the hand wash basin

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

### Infection Control / Sickness / Exclusion Policy

**Guidance** Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastro-intestinal illness stay away from work until symptom-free for 48 hours.

## **HEALTH, SAFETY AND WELFARE**

### Electrical Safety

**Legal Requirement** Every employer or self-employed person must ensure that any electrical appliance or electrical installation shall at all times constructed and/or maintained so as to prevent, as far as reasonably practicable, danger

**Legal Requirement** You must evaluate the use of stainless steel tables and ensure that where reasonably foreseeable, those that might become electrically charged as a result of a fault in an electrical system are suitably bonded to earth. Such tables might

include those on which electrical items such as toasters, microwave ovens, electric grills and kettles etc. stand.

**Recommendation** in order to prevent a trip hazard secure the flexes or reroute behind the units

**Observation** There were several electrical flexes trailing across the floor  
The meter box was not provided with a door