



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Bulgarian Food Shop - Bhaklava
Address of food business:	73 Dereham Road Norwich NR2 4HT
Date of inspection:	26/02/2018
Risk rating reference:	18/00172/FOOD
Premises reference:	12/00247/FD_HS
Type of premises:	Retail shop
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	retail and sandwich bar

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 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)**

Hand-washing

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

- plastic lids were drying in the wash hand basin
- drain hose from the coffee machine machine was hanging in the wash hand basin

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 could not be effectively cleaned and must be covered or made non-absorbent:

- wooden shelving edge behind counter

Observation The kitchen had been well maintained and the standard of cleaning was high.

Facilities and Structural provision

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

- the drain hose is obstructing the wash hand basin - I understand that this is a temporary measure until it can be suitable plumbed in to the drainage system

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. You are progressing towards a written food safety

management system. 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

Contravention Not all your safe methods had been fully completed. Review your pack so that the safe methods clearly show what you do in your business to ensure food is kept safe.

Recommendation You can buy a printed copy of Safer Food Better Business or a diary refill pack from Coventry City Council use the link on www.norwich.gov.uk/sfbb