

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Trory Street Deli
Address of food business:	9 Trory Street Norwich NR2 2RH
Date of inspection:	11/07/2018
Risk rating reference:	18/00784/FOOD
Premises reference:	18/00047/FD_HS
Type of premises:	Cuisine - English
Areas inspected:	Main Kitchen
Records examined:	SFBB, Cleaning schedule, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Delicatessen

**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
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Your Food Hygiene Rating is 5 - a very 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:

- raw foods i.e sausages and bacon were being stored next to ready-to-eat foods i.e mayonnaise and cooked sausages in the 3 door stainless steel fridge

**Legal Requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

**Information** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- through 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

### Hand-washing

**Observation** Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

### Temperature Control

**Observation** I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were diligently monitoring temperatures.

### Poor Practices

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

- storing prepared foods for 5 days

**Recommendation** You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday.

## **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 Equipment and Food Contact Surfaces

**Contravention** The following surfaces of equipment were dirty and require cleaning:

- seals to the 3 door stainless steel fridge

## Facilities and Structural provision

**Observation** the cellar where the chest freezer is stored was very cluttered with paint pots wood and other building materials. Either de-clutter the cellar to leave the room easy to clean or move the freezer

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

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

#### Food Hazard Identification and Control

**Recommendation** Prepared foods are being stored for more than 3 days - you should review this against your food safety management system and ensure that the foods can be kept safely for this period of time.

#### 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:

- Your Suppliers and/or Contacts lists

#### Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier.

#### Training

**Information** I note that some of your staff have e-learning food hygiene training. You may like to know that we offer Level 2 Award in Food Safety in Catering, a course on Safer Food better Business and a number of other courses. Booking details are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**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)

**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

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

### HEALTH AND SAFETY AT WORK

#### Matters of evident concern

**Contravention** The access to the cellar creates an uncontrolled risk of falling from height which could result in serious personal injury. There is also no hand rail to the stairs or contrasting colour to the step nosing to make them apparent. An Environmental Health Officer will contact you to discuss this further.