

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Harper Wells Ltd
Address of food business:	60 - 64 Ber Street Norwich NR1 3EW
Date of inspection:	25/07/2018
Risk rating reference:	18/00801/FOOD
Premises reference:	18/00027/FD_HS
Type of premises:	Retail shop
Areas inspected:	Basement, Front of house, Storeroom
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Independent wine Merchants

**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 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

**Recommendation** I recommend that you supply a towel dispenser to the wash hand basin

#### Temperature Control

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- the glass door fridge used for storing wine was being used to store food, the temperature was reading 13°C. You informed me that you used this fridge to store foods e.g. cheeses for your wine tasting events. High risk foods such as cheese must be stored at or below 8°C preferably between 0 - 5°C to prevent the growth of food poisoning bacteria. You must provide suitable refrigerated

storage space.

**Legal Requirement** Food for service or on display for sale can be kept above 8°C for a single period of up to 4 hours, provided it has not previously been kept for service or on display for sale outside of temperature control. Following this the food must either be placed under chill holding until it is served, sold or discarded.

### Unfit food

**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 or in accordance with the manufacturer's instructions.

## **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:

- Cobwebs were seen to high areas in the storeroom and cellar

### Cleaning of Equipment and Food Contact Surfaces

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

- the handle to the dishwasher

### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that the premises was generally kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

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

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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** You currently do not have a food safety management system. Although your business is low risk you still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and handover diary etc.

#### **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**

**Legal Requirement** Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

**Recommendation** A foundation award (previously level 2) in Food Safety in Catering or its equivalent would be appropriate for your food handlers. 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 gastrointestinal illness stay away from work until symptom-free for 48 hours.

#### **Allergens**

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

