



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Peter Family Butchers
Address of food business:	13 Botolph Way Norwich NR3 1EA
Date of inspection:	05/02/2019
Risk rating reference:	19/00085/FOOD
Premises reference:	13/00083/FD_HS
Type of premises:	Butcher
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Butcher

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 2 - improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.

(Score 10)

Contamination risks

Observation You sell a very small quantity of pre packed ham. The customer selects this. No weighing is carried out.

Hand-washing

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

- the wash hand basin was obstructed in the butchery. Although there is another wash hand basin in the customer area this is closest and should be used.

Information Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Handwashing should include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

Personal Hygiene

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

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. 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)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning::

- hand contact surfaces like taps to the wash hand basin
- sink tap tops
- doors
- surrounds to red chopping blocks

- red block tops scored and dirt was ingrained
- door to upright fridge door and hand contact surfaces
- floor in walk in chiller
- floor in walk in freezer
- door to walk in chiller

Contravention The following items could not be effectively cleaned and must be covered or made non-absorbent:

- worn paint to woodwork to surfaces

Cleaning of Equipment and Food Contact Surfaces

Contravention The following equipment cannot be cleaned and disinfected properly;

- large wooden block with crack in top. In my opinion this cannot be repaired in its current condition.

Cleaning Chemicals / Materials / Equipment and Methods

Contravention You did not have a sanitiser available at all as it had run out.

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

Following Food Standards Agency recommendation your sanitiser should meet BS EN 1276:1997 and BS EN 13697:2001

Maintenance

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

- worn paint around walk in chiller doors
- raw meat block with very large crack in centre harbouring meat particles.

Pest Control

Contravention The small side door had a gap beneath meaning it was not vermin proof. Please proof.

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. 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 Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. I believe you have such a system in place as it has been seen previously, and that this may have been because

the owner had not been at the premises for a period. This will be checked at revisit. As a consequence you could not demonstrate an effective system for managing food safety hazards.

This document should cover your procedures for vacuum packing, as this is a high risk process, although my understanding is that this is carried out more as a clean storage method rather than extending shelf life.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- Cleaning and sanitation are poor

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Observation I was advised you do not have large quantities of meat waste to require separate collection.

Training

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

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

Contravention You are failing to manage allergens properly::

- You have not identified the allergens present in the food you prepare. For example you did not know the ingredients of binder spice that goes into the sausages that are made for you. There may be allergens in this.

Observation I recommend you complete a full allergen matrix document. You can download this from the Food Standards Agency website. This will help you to consolidate other allergens that might be present in products you sell, ie in steak crumb, that currently you only have listed on several different containers.