



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Bakers Of Norwich
Address of food business:	Stalls 72 - 73 And 82 - 83 Market Place Norwich NR2 1ND
Date of inspection:	19/03/2019
Risk rating reference:	19/00247/FOOD
Premises reference:	06/00030/FD_HS
Type of premises:	Butcher
Areas inspected:	All
Records examined:	FSMS, Temperature control records, Cleaning schedule
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

Your Food Hygiene Rating is 3 - a generally satisfactory standard



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

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- Office supplies stored above the meat counter
- Peeling posters above food preparation areas. Dirt/bacteria could build up behind these.
- Gaps in wood chopping surface that could allow bacteria to buildup as meat debris falls in the gap.
- Food was being stored uncovered in the freezer

Hand-washing

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

- The hot water was too hot for comfortable hand washing. It needs to be adjusted.

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 items were dirty and require more frequent and thorough cleaning:

- Around equipment feet
- High level cleaning
- Behind and under equipment

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- Fridge and freezer seals
- Hand contact surfaces
- Build up of dirt and scale on the heater underneath the sink
- Storage boxes under counters

Maintenance

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

- Floor surfaces in the walk in chiller
- Rusty feet to equipment
- The chopping block with the large gap
- Switch unit to display chiller had broken and was being covered with a large quantity of blue tape. This blue tape also provides a contamination risk as it cannot be effectively cleaned.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. 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)

Proving Your Arrangements are Working Well

Contravention The following matters are needed in order to demonstrate your food safety management system is working as it should:

- Update/review your HACCP system. You are still using a system from 1999 by the previous owner and there was no evidence of it having been reviewed since. Additionally this was brought up in your previous inspection report. I was not satisfied that this will be accurate to your current practices. You may wish to implement a new system such as Safe Food Handling for Butchers (available at: <https://acss.food.gov.uk/sites/default/files/butchers-haccp.pdf>)

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Allergens

Contravention You are failing to manage allergens properly:

- You do not have a system for informing customers about the presence of allergens in the food you handle/sell