



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Spurgeons Butchers
Address of food business:	101 Unthank Road Norwich NR2 2PE
Date of inspection:	24/04/2019
Risk rating reference:	19/00378/FOOD
Premises reference:	17400/0101/0/000
Type of premises:	Butcher retailing RTE foods
Areas inspected:	All
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Butcher selling RTE foods

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 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)**

Poor Practices

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

- no stock control, date labelling for products in the display fridge (ready to eat pies) and freezer (prepared meat, burgers and sausages etc)
- ready to eat (staff food) was found in the raw meat fridge.

Recommendation Provide labels to the wrapped pies on display. The label should include the name of the product, its' allergen content and meat content. This can be applied either to the tray of pies or the edge of the shelf.

For stock control purposes you should keep a record of the use-by date for each of the different pies, the date put out on display and number of pies.

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:

- high level cleaning (air conditioning unit)
- hand contact surfaces such as light switches and door handles
- staff toilet.

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

- uncovered light fitting
- exposed wood to rear of shelving units.

Cleaning of Equipment and Food Contact Surfaces

Observation You had dedicated equipment for the preparation of raw and ready-to-eat foods.

Maintenance

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

- splits or holes in flooring, spongy subfloor in front of shop
- broken, chipped or missing walls tiles throughout
- broken window to staff toilet
- damaged plaster to walls (WC lobby and above small white chest freezer)
- sunken mat well at front door
- damaged doors and drawer fronts to units beneath sink and washbasin held together with tape
- damaged sealant to hand wash basin in lobby to WC.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff

supervision and training. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Food Safety Management System

Observation. The documents shown to the inspector included:

- HACCP plans for the various products handled/made on the premises,
- staff sickness records/policy
- delivery receipt sheets
- temperature monitoring sheets

It is recommended that more information is kept on the delivery receipt sheets, e.g. the use-by-dates for the various pies and vacuum packed salami and the number of individual 'packets' coming onto the premises to aid stock control.

Proving Your Arrangements are Working Well

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

- shelf life stability records for vacuum packed foods (raw meats) and wrapped (ready to eat) foods in the display chiller
- maintenance recording
- temperature records
- cleaning schedule (stating what, when and how to clean)

Recommendation Label vacuum packed foods with a day of packing and a use by date which is for a maximum of 10 days including the day of the packing e.g. vacuum packed on the 1st use by 10th.

Traceability

Recommendation Labelling all wrapped food with a date of production/freezing will help you rotate your stock and demonstrates you have effective controls in place.

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- were freezing down raw meats and not dating these products to facilitate good stock rotation.
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Allergens

Observation You had identified the presence of allergens in your non-pre-packed food and had brought this to the attention of your customers. A chart had been created identifying the allergens contained in each product and this was displayed at the entrance to the shop.

HEALTH, SAFETY AND WELFARE

Slips Trips and Falls

Contravention The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall:

- The mat well at the entrance door to the shop was sunken posing a trip hazard.