



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Archer's Butchers
Address of food business:	177 - 179 Plumstead Road Norwich NR1 4AB
Date of inspection:	30/07/2019
Risk rating reference:	19/00578/FOOD
Premises reference:	13050/0179/0/000
Type of premises:	Butcher retailing RTE foods
Areas inspected:	External store, Shop floor, Preparation room, Main Kitchen, Servery, Yard
Records examined:	FSMS, Temperature control records, Pest control report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Butcher with ready to eat food and hot food takeaway

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)**

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:

- food handlers wearing jewellery (rings and earrings)

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

Recommendation A box of loose metal labelling pins were left on the counter above open fresh meat, these should be stored in cupboard or similar when not in use

Hand-washing

Recommendation Provide a wash hand basin behind the raw (fresh) meat counter dedicated for use by staff handling raw meat.

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- female food handlers were not wearing suitable protective clothing
- food handlers were wearing jewellery

Temperature Control

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

- food e.g. gravy browning was not being stored in accordance with the manufacturer's instruction to refrigerate after opening

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:

- Open bag of salad in the take-away had not been date labelled

Observation You are using the day dot stickers in the kitchen to show both the 'day' and 'date' of production/opening. This requires staff to keep calculating when the food should be used by when doing stock checks.

Recommendation Use the day dot stickers to show the 'day' the food should be used by and record the 'date' as the day of production/opening e.g. if you produce/open food on Monday 1st, and your shelf life is 3 days (day of production plus 2 days) then you would use a Wednesday 'day' sticker and record the date of production on it as the 1st. (NB Day dot stickers are not appropriate for items kept for more than 7 days)

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

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

Cleaning Chemicals / Materials / Equipment and Methods

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

Contravention The following were dirty and require cleaning:

- Floor in the walk in raw meat chiller used to store chicken etc.

Maintenance

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

- the wall covering in the take-away wash up area was chipped - I note your advice that this is due to be replaced

Facilities and Structural provision

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

Pest Control

Contravention Gaps at the top and bottom of the door to the dry store/raw meat prep area could allow entry to pests.

Observation You have a pest control contract in place and there is no evidence of pest activity inside the premises.

Recommendation Provide an electric fly killer to the kitchen

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. Some minor issues were identified relating to staff supervision and

training. 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)**

Type of Food Safety Management System Required

Observation You are using your own HACCP system as your food safety management system

Observation You were monitoring (and recording) the temperatures of your fridges and freezers, as well as the temperature of cooked and hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Contravention The following issued were identified with your HACCP system and indicate that the system requires a thorough review and amending:

- The documented pre-requisite policy documents appear to be generic and in some instances do not reflect how you operate in practice. These should all be reviewed.
- The Safe Equipment and Premises Cleaning and Maintenance policy refers to an attached cleaning schedule and cleaning methods but this document was not included.
- The policy Safe Preparation Natural contamination policy refers to 'A Guide to Safe Salads' which was not available with the other documentation.
- Some of the flow diagrams have process steps missing and some process steps have been grouped together e.g. preparation and storage, ensure that each process step only has one process. Review all of the flow diagrams.
- Some of the process steps in the flow diagrams had not been included in your hazard analysis table e.g. Delivery to customer
- You have not identified your critical control points and critical limits should ideally be measurable/quantifiable e.g. time or temperature.

Information In addition to your safe equipment and premises cleaning and maintenance policy you should also have a cleaning schedule for each area of the business. This should list all of the things that need cleaning (including stucture, equipment and utensils), together with the method of cleaning for each item and the frequency. This was not seen at the time of the inspection.

Proving Your Arrangements are Working Well

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

- shelf life testing for pre-cooked oven ready fresh meals and frozen meals

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.

Training

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

- food handler was unsure which cleaning cloths should be used in which area of the business i.e. raw ready to eat
- person(s) responsible for the development, maintenance and implementation of the HACCP require training. I recommend completing a Royal Society of Public Health (RSPH) Level 3 Award in Understanding how to Develop a HACCP Plan or suitable equivalent.