



## Food Premises Inspection Report

Name of business:	Peter Family Butchers
Address of food business:	13 Botolph Way Norwich NR3 1EA
Date of inspection:	13/09/2021
Risk rating reference:	21/00215/FOOD
Premises reference:	13/00083/FD_HS
Type of premises:	Butcher
Areas inspected:	All
Records examined:	Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Butchers

### 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 is divided into three areas which you are scored against for the hygiene rating:

1. Food hygiene and safety procedures
2. Structural requirements
3. Confidence in management/control procedures

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

**Contravention:** The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- raw foods ie bacon was being stored directly next to ready-to-eat foods i.e packed ham in the display cabinet
- milk was being stored next to raw meat in the walk-in fridge
- uncovered food i.e goat meat stored in the walk-in freezer

**Legal requirement:** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

#### Handwashing

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

- no towel to towel dispenser
- there was a dirty nail brush

**Contravention:** the wash-hand basin was not in regular use. Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- After using the toilet;
- After handling rubbish;

- After smoking
- After taking a break;
- After handling raw food

Legal requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

**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

## 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:

- floor/wall junctions
- around equipment feet
- behind and under equipment
- hand contact surfaces such as light switches and door handles
- door architrave to walk-in-freezer
- flooring to walk-in chiller
- pipework to all sinks

**Recommendation:** Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

### Cleaning of Equipment and Food Contact Surfaces

**Contravention:** The following items are dirty and must be cleaned:

- fridge and freezer seals
- touch points were dirty (light switches, door handles plugs and sockets etc)
- interior to upright freezer
- handle to upright freezer
- switch to mincer
- mincer
- dead flies were seen to the rear of the vac packer

- legs and feet to equipment
- wooden slats to equipment
- meat storage containers

### **Cleaning Chemicals / Materials / Equipment and Methods**

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- worn green scourer

### **Maintenance**

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

- handle to upright freezer
- ceiling in main butchers
- door architrave and side to door in the walk-in freezer

### **Facilities and Structural provision**

**Recommendation:** A plastic diffuser cover is recommended on all fluorescent strip lighting. These can be removed for cleaning and will help contain glass fragments in the event of a breakage

### **Pest Control**

**Observation:** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

**Recommendation:** Install the Electric Fly Killer in a suitable position away from natural light sources and food and food preparation surfaces and keep it clean

### **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:** Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. 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,

**Contravention:** The following matters are needed in order to demonstrate your Food Safety management system is working as it should:

- cleaning schedule
- staff training records

**Observation:** You were monitoring (and recording) the temperatures of your fridges and freezers

### **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

**Contravention:** You have not identified these food hazards or the methods of control at critical points in your operation:

- cross-contamination

### **Traceability**

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

### **Training**

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

- were using poor cross contamination practices
- were not cleaning properly

**Information:** You can obtain a list of the training courses we provide on our website [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Recommendation:** A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Recommendation:** A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

**Recommendation:** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

### **Infection Control / Sickness / Exclusion Policy**

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