



Public Protection (food & safety)
Food Premises Inspection Report

Name of business:	European Foods Minimarket
Address of food business:	5 Hall Road Norwich NR1 3HQ
Date of inspection:	09/03/2022
Risk rating reference:	22/00160/FOOD
Premises reference:	21/00250/FD_HS
Type of premises:	Convenience Store
Areas inspected:	All
Records examined:	Temperature Control Records, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Supermarket selling wrapped chilled, frozen and shelf stable Eastern European 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 4 - a good standard



Proposed Seating outside- This was briefly discussed. The area I was shown belongs to the business and is not public pavement or highway. Therefore, I do not believe a Tables and Chairs Licence would be needed. However, if you start to sell any alcohol, this area may need to be considered with regard to any alcohol licence. For advice contact Licensing@norwich.gov.uk

If you sell drinks you may need to provide a larger sink to enable equipment washing.

I also suggest you contact Planning@norwich.gov.uk as serving drinks may not be permitted under your retail permission.

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

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

Observation No open food is sold or prepared on site. You had good awareness of date labelling, and effective stock rotation measures in place.

Observation All imported food is purchased from a supplier. Nothing is imported by you.

Hand-washing

Observation I was pleased to see hand washing was well managed.

Personal Hygiene

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

Temperature Control

Recommendation Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature.

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures of fridges and freezers.

Contravention Ensure you also monitor temperatures of chilled and frozen high risk foods being delivered as this will help to ensure any checks by delivery companies are accurate and reliable.

Unfit food

Information High risk items bear a use by date after which you must not sell, display for sale or use such items. Ensure you have checks in place to remove any item passed its use by date from sale.

It is permitted to sell food after its best before date, but an offence may arise if at the time of sale the food is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is passed its best before date using suitable signage or similar.

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 Structure

Observation The shop had been well maintained and the standard of cleaning was exceptionally high.

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.

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

Recommendation That a larger sink be provided. (This will become a legal requirement if you alter the business to sell drinks etc)

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas::

- the external doors had a gap at the base.

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 You do not have a food safety management system in place, although you were maintaining some records of fridge and freezer temperatures.

Recommendation Choose Safer Food Better Business - retail pack, as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/retailers/sfbb

Information As a general rule we afford new businesses some leeway with regard to the full implementation of a documented food safety management system. However, you should act now to introduce such a system otherwise your food hygiene rating could come down significantly when you are next inspected.

Traceability

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

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

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

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available. However a certificate was not available- I recommend you obtain a copy and keep on site.

Infection Control / Sickness / Exclusion Policy

Guidance Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

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

Allergens

Observation All food is supplied pre packed and labelled.