



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Deli Magdalen Street
Address of food business:	103 Magdalen Street Norwich NR3 1LN
Date of inspection:	26/05/2022
Risk rating reference:	22/00339/FOOD
Premises reference:	21/00133/FD_HS
Type of premises:	Butcher
Areas inspected:	Main Kitchen, Servery
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Convenience store with bakery and butchery

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)**

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:

- no wash hand basin to the staff WC
- no paper towel at wash hand basin in butchery
- insufficient clean aprons/over-clothing provided for use in bakery /butchery only 1 set available.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because in the case of fresh meat, its origin could not be determined:

- several packs of meat/small bones found in chest freezer were unlabelled and therefore untraceable

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:

- the bread display counter in front of bakery
- wash basin in rear lobby
- internal handle to walk in chiller

Recommendation Remove redundant items and equipment from food rooms such as damaged table in bakery, child's toy in bakery, hammock style chair in rear lobby.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:
weighing scales in butchery

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:

- no sanitiser

Maintenance

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

- floor surfaces around floor drain
- bare wood to skirting and architraves around doors
- panel doors not provided with easy to clean surface finishes

Observation It was noted that extensive refurbishment works to the premises were nearing completion, and the above matters were part of that.

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 are a low risk business and do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. You still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and hand-over diary etc. Safer Food Better Business for Retailers is suitable for this type of business.

Information You can download a Safer Food Better Business pack for Retailers and refill diary pages from the FSA website:

<https://www.food.gov.uk/business-guidance/safer-food-better-business-sfbb>

Information As you are a new business you have been given the benefit of the doubt despite your food safety management system not fully complying with the law. You

must act on this now as your hygiene rating score may be reduced to a maximum of 1 if there is a similar situational at the next visit.

Traceability

Recommendation Labelling all perishable food with a USE BY date will help you rotate your stock and demonstrates you have effective controls in place.

Information If you are to freeze down fresh meat for retail sale this must be properly labelled with the name of the contents, the date of freezing, and a best before date. You must have a system in place that enables this product to be traced back to your supplier.

Information Breads made on the premises and pre-packed for direct sale must be properly labelled and include allergy information. Further advice and guidance can be obtained by contacting Trading Standards at Norfolk County Council email: tsadmin@norfolk.gov.uk

Contravention You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate: frozen meat in chest freezer near butchery counter

- labelling not adequate
- your business name and address did not appear on every product label

Waste Food and other Refuse

Legal Requirement If you have waste you have a duty of care to:

- ensure that the person who takes control of your waste is licensed to do so.
- take steps to prevent it from escaping from your control.
- store it safely and securely.
- prevent it from causing environmental pollution or harming anyone.
- describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else.

Legal Requirement The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

Recommendation Employ the services of a licensed waste contractor such as Biffa or Veolia to supply a suitable bin and regularly remove waste from 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.

Allergens

Contravention You are failing to manage the risk from allergens properly:

- you are not informing customers about the risks of cross contamination with allergens
- you do not have a system to reliably identify allergens in the foods that you prepare
- you do not have a system for informing customers about the presence of allergens

Legal Requirement Food manufacturers must now label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices you use will contain mustard which your customers will need to be made aware of.

Information The 14 allergens are:

- cereals containing gluten
- crustaceans (such as prawns, crabs, lobster and crayfish)
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs (such as clams, mussels, whelks, oysters, snails and squid)

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen. Be sure you know exactly what your allergens are and convey this information to your customers accurately and consistently.