



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	P B George Butchers
Address of food business:	13 Distillery Square Norwich NR2 4BH
Date of inspection:	28/09/2022
Risk rating reference:	22/00507/FOOD
Premises reference:	04990/0013/1/000
Type of premises:	Butcher retailing RTE foods
Areas inspected:	All
Records examined:	FSMS, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Butcher selling through retail shop and to catering premises. Produces own cooked meats, and raw ready meals. Vacuum packing and meat slicing.

**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

  

<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-

  

<b>Your Rating is</b>	5	4	3	2	1	0
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Your Food Hygiene Rating is 1 - major 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 food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- cooked meat probe was dirty
- pens with loose lids were seen throughout. (I recommend non lidded pens.)
- no probe wipes could be found.
- as you have a designated cook room and walk in chiller, the assumption is that

these areas will contain nothing associated with raw meat, in order to reduce cross contamination. Several shelves of raw meat seasonings which are used in areas containing raw meat, and handled by those handling raw meat, were stored in the cooked walk in chiller next to vacuum packed cooked joints.

**Guidance** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

**Recommendation** Complex equipment (e.g. vacuum packers, slicers, mincers) should be labelled or colour coded so all staff are aware of its designated use for either raw or ready-to-eat foods. I was pleased to note your slicer is cooked food only, and adequately cleaned. You have separate vacuum packers for raw and ready to eat food.

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

### Hand-washing

**Legal Requirement** An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

**Recommendation** After washing hands food handlers should turn the taps off using paper towel to prevent them from re contaminating their hands .

**Recommendation** I would also strongly recommend that the fabric roller towel be replaced by paper disposable towels.

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

**Observation** I was pleased to note several wash hand basins that are fully plumbed and connected to drainage. Therefore I am happy that a adequate number have been provided.

**Observation** In order to enhance hygiene you have provided a portable hand wash unit behind the cooked meat counter, where you have advised you cannot provide drainage. Until such time as you are ideally able to provide a fixed basin at this point, and providing you have a adequate system in place for filling and emptying regularly, I am happy this remain.

### Personal Hygiene

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

## Temperature Control

**Legal Requirement** Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

**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.

**Observation** Good systems for the production of cooked meat joints appear to be in place. Beef joints are roasted/ham cooked in ham mizer. You use standard joint size and cooking times. Good monitoring at critical points and records exist. You use a blast chiller.

**Information** Please see my later comments with regard to vacuum packing shelf life and temperature. However please refer to this document, which has been amended since I first brought it to your attention in your pre inspection audit:

[https://www.food.gov.uk/sites/default/files/media/document/the-safety-and-shelf-life-of-vacuum-and-modified-atmosphere-packed-chilled-foods-with-respect-to-non-proteolytic-clostridium-botulinum\\_1.pdf](https://www.food.gov.uk/sites/default/files/media/document/the-safety-and-shelf-life-of-vacuum-and-modified-atmosphere-packed-chilled-foods-with-respect-to-non-proteolytic-clostridium-botulinum_1.pdf)

## Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- bought in cooked turkey breast, found stored with use by 19.9.22.
- the same product was on sale, and was discarded because you had not followed your own log as to when items are placed on display, and therefore were unable to determine its use by.

## Poor Practices/critical controls

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

- unlabelled sliced vac pac of cooked ham.
- unlabelled frozen bags of raw sausages (needed for traceability and stock rotation). Generally ensure all dated.
- cooked beef joint in display counter had been removed from its vac pack. However, again, you had not followed your own system, and were therefore unable to identify how old it was.
- chorizo and black pudding that had been cut, size reduced and vac packed, had both been given a shelf life longer than 10 days, but had no temperature control requirements on the label.
- cooked gammon hock on display and vacuum packed had no label information as to when this had been vacuum packed. A date was estimated which indicated the pack had been given a 15 day shelf life. No temperature control instructions

were on the pack, as needed for plus 10 day shelf life products that are vacuum packed.

- cheese had been portioned and vacuum packed. Again inadequately labelled given 17 day shelf life applied.

## **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 premises had been well maintained and the standard of cleaning was good.

**Observation** You have colour coded equipment and good systems in place.

### **Cleaning of Equipment and Food Contact Surfaces**

**Information** Please refer to: [www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance](http://www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance)

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

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

**Information** You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

**Observation** I recommend you check with the chemical supplier how long you should keep the diluted sanitiser you prepare. These can become less effective over time.

**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.

### **Maintenance**

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

- Metal plate to either side of the door frame to raw walk in chiller lifting.

### Facilities and Structural provision

**Contravention** The following facilities were inadequate and must be improved:

- Light not working in cooked meat walk in chiller.

### Pest Control

**Observation** I was pleased to note you have a contract and there are no issues.

## **3. Confidence in Management**

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

### Type of Food Safety Management System Required

**Contravention** Your food safety management system is not adequate in its scope and/or is not sufficiently detailed. Ensure your food safety management system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

- not up to date or reflective of what you do in terms of products prepared
- flow diagrams and Haccp and CCP are out of date
- does not cover at all, the vacuum packing activities you carry out across a range of ready to eat products. Many are given a shelf life beyond 10 days, without adequately demonstrating what you have in place to support this longer shelf life. Labelling is also inadequate. You need to fully assess your vacuum packing systems, and my recommendation is you do this to meet the current guidance.

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

### Food Hazard Identification and Control

**Contravention** Please note matters detailed elsewhere.

## Proving Your Arrangements are Working Well

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

- update your Food Safety Management System
- review vacuum packing as an activity and record accordingly in your Food Safety Management System
- review correct labelling - I recommend you seek advice from Trading Standards
- review raw and ready to eat potential cross contamination areas
- ensure your own systems for identification of dates and when packets have been opened, are followed in respect of the display chiller.

## Traceability

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

## Infection Control / Sickness / Exclusion Policy

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

## 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** 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:

<https://www.norwich.gov.uk/foodsafetytraining>

## Allergens

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.