



Public Protection (food & safety)

Food Premises Inspection Report

| | |
|----------------------------------|--|
| Name of business: | The Indulgence |
| Address of food business: | 5 Turnpike Close Norwich NR6 5BD |
| Date of inspection: | 18/11/2022 |
| Risk rating reference: | 22/00596/FOOD |
| Premises reference: | 20/00453/FD_HS |
| Type of premises: | Mail order or internet food retailer |
| Areas inspected: | Warehouse |
| Records examined: | SFBB, Training Certificates/records |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | On line retailer, selling re packaged chocolates |

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 5 - a very 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

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination. However, please note my comments in staff hygiene as jewellery could be a physical contaminant.

Hand-washing

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

- There is no wash hand basin available within the unit, only shared on the floor above or below. Given that you handle open food, the use of sanitiser and gloves will not suffice. Given drainage issues, I am prepared to accept the provision of a portable unit. (These come in various styles, from those you fill with hot water, to those that are electric and heat the water, and collect waste water.) You agreed to provide this immediately.

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

Information Handwashing is required:

- * before handling ready-to-eat food
- * after touching raw food and its packaging, including unwashed fruit and vegetables
- * after a break/smoking
- * after going to the toilet
- * after cleaning
- * after removing waste
- * after blowing your nose

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:

- food handlers were wearing jewellery and watches.
- staff were not wearing suitable protective clothing
- staff were sanitising their hands rather than washing them- see above.

Legal Requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing. You are advised to draw up a rules of hygiene.

Recommendation To improve personal hygiene I suggest that long sleeved tops worn from home should be covered with protective over clothing, or short sleeved tops worn beneath aprons. As discussed over clothing could be Company branded and only worn at work.

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

Information Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

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

Recommendation 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.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- The unit has no sink provided. As there is minimal equipment I am happy to accept the shared sink elsewhere in the building.

Pest Control

Recommendation Provide an electric fly killer.

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

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Contravention The Safer Food Better Business food safety management system you use does not cover some of the higher risk activity you are doing, such as repackaging. You need to supplement the pack with additional HACCP based safe methods to cover all the types of activity you are carrying out: Simple example attached.

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 will be reduced to a maximum of 1 if there is a similar situational at the next visit.

Observation Your SFBB/food safety management system was in place and generally working well. I was confident you had effective control over hazards to food.

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:

- Wash hand basin.

Traceability

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

Infection Control / Sickness / Exclusion Policy

Guidance UK Health Security Agency 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.

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

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

Allergens/Labelling

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

I also strongly recommend you contact Trading Standards based at Norfolk County Council for advice on labelling.