



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Reggies
Address of food business:	Stalls 100 - 101 Market Place Norwich NR2 1ND
Date of inspection:	26/11/2022
Risk rating reference:	22/00618/FOOD
Premises reference:	20/00346/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Servery
Records examined:	SFBB, Supplier Audits
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hot Food Takeaway at Market Stall

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)

Hand-washing

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

- No hot water supply to the wash hand basin (alternative means via equipment wash sink)

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

Guidance 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

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:

- At start of inspection, food handlers were not wearing suitable overclothing/apron

Legal requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- Sausages being hot held below 63°C

Legal Requirement If you rely on selling hot food (displayed under 63°C) within two hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the two hours is over.

Legal Requirement Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

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 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:

- Use of non-compliant sanitiser

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.

Maintenance

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

- Mastic sealant between worksurface and wall in poor condition
- Damage to the floor covering

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- Hot water supply needs to be reinstated to the hand wash basin

Legal Requirement The facilities for washing food must be separate from the hand-washing facility.

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

Observation The following sections within your safe methods have not been completed:

- Checking your menu
- Safe Method Completion Record
- Staff training
- Supplier list
- Cleaning schedule
- Prove it records

Recommendation Review your safer food better business catering pack and complete all the relevant safe methods sections associated to your business

Food Hazard Identification and Control

Contravention The following SAFE METHODS are missing from your Safer Food Better Business pack::

- Acrylamide, Checking your menu, Safe method completion, record including Cleaning schedule.

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- Cross contamination
- Cleaning
- Cooking

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.

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: www.norwich.gov.uk