



**Public Protection (food & safety)**  
**Food Premises Inspection Report**

Name of business:	Eurofoods
Address of food business:	43 Magdalen Street Norwich NR3 1LQ
Date of inspection:	17/04/2023
Risk rating reference:	23/00349/FOOD
Premises reference:	18/00174/FD_HS
Type of premises:	Ethnic foods retailer
Areas inspected:	Servery
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Convenience store

**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	<b>15</b>	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30
<b>Your Total score</b>	0 - 15	20	25 - 30	<b>35 - 40</b>	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	<b>15</b>	20	-
<b>Your Rating is</b>	5	4	3	<b>2</b>	1	0

Your Food Hygiene Rating is 2 - improvement is necessary



### 1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

#### Hand-washing

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

- there was no wash had basin provided for staff in your premises. Provide a wash hand basin with adequate supplies of hot and cold or appropriately mixed, running water, soap and hygienic means of drying hands. Properly connect the wash hand basin to the drainage system and ensure it is designated for hand washing only

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

## 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 hand washing facilities

## Unfit food

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

- 31 x heads of cabbage were being stored beyond their 'Use by' date
- 8 x packets of garlic sausage were being stored beyond their 'Use by' date of 4/4
- 2 x packets of cooked chicken sausage were being stored beyond their 'Use by' date of 5/4

## **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 Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- shelving throughout the store
- lids to glass top display freezers
- interior top to chest freezers
- build up of ice to chest freezer
- grill to display chest freezer

**Information** Cardboard cannot be properly cleaned. Do not use it to cover the floor/shelves of work surfaces in food rooms

## Maintenance

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

- chipped paint to pillar
- chipped paint to shelving to display fridge

## Facilities and Structural provision

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

- insufficient number of sinks
- insufficient toilet facilities were provided at the premises. Toilets must be provided, properly connected to the drainage system. Wash hand basins must be installed for use in connection with the toilets

### **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.

**Contravention** Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.

**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-for-caterers>

**Information** The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

**Information** As you are a new business you are permitted the flexibility of extra time to get your food safety management system up to the minimum legal requirements. You must act on this now as your food hygiene rating score may be reduced to a maximum of 1 if the food safety management system does not fully meet the legal standard by the time of the next statutory inspection.

#### 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:

- staff training is inadequate as out of date foods was being stored

**Contravention** You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria growing on food

### Proving Your Arrangements are Working Well

**Recommendation** Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

### 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 gastro-intestinal illness stay away from work until symptom-free for 48 hours.

### 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.

### 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: <https://www.norwich.gov.uk/site/>