



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Mall Street Foods
Address of food business:	1 Distillery Square Norwich NR2 4BH
Date of inspection:	04/08/2023
Risk rating reference:	23/00623/FOOD
Premises reference:	23/00209/FD_HS
Type of premises:	Retail shop
Areas inspected:	All
Records examined:	None
Details of samples procured:	Samples Taken
Summary of action taken:	Formal
General description of business:	Retail shop selling meat, vegetables and other prepackaged food items

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 1 - major 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. There are significant lapses in safe food handling practices and procedures. 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)**

Temperature Control

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

- food temperatures were not being monitored
- some of the meat in your display freezer was soft. It appeared that some meat arrives at your premises chilled and is being frozen down by you. This is not good practice.

Guidance All food products should be stored in accordance with the manufacturer instructions. The glass fronted larder style display freezer is not designed to freeze foods down, only to display foods that are already frozen.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was not produced, prepared or processed in accordance with the regulations:

- pre-packed fresh meat found in the display freezer had not been labelled in accordance with the regulations and was therefore untraceable and assessed as being unfit. The meat was detained on site until arrangements could be made for its disposal.
- dried fish and various pre-packed dried herbs and spices were also removed from sale as they had not been properly labelled.

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

Information High risk items have a use by date. After this date you must not sell, use or intend to use these foods. Make sure you have regular checks in place to remove out of date items.

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. **(Score 5)**

Cleaning Chemicals / Materials / Equipment and Methods

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

Observation You are maintaining the premises in good condition.

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

Pest Control

Guidance Keep the outside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation. Ensure the bin area is kept in a clean condition.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. Some staff not suitably supervised instructed and/or trained in food hygiene. 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 You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.:

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.

Information. Your business is low risk. You are a small retailer of pre-packed foods and open fruit and vegetables. Your documented food safety management system should include the following:

- stock control procedures
- temperature monitoring of fridges and freezers and an action plan if things go wrong,
- cleaning schedule
- maintenance log
- personal hygiene rules
- staff training records
- pest control measures
- daily diary to record the checks you undertake to ensure the food is safe to eat.

Recommendation: I would recommend using Safer Food Better Business for Retailers. Packs are available on line from various outlets, including the Food Standards Agency.

Food Hazard Identification and Control

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

- bacteria growing on food when the correct storage temperature is not maintained.

Proving Your Arrangements are Working Well

Legal Requirement All food businesses must have a documented food safety management system in place. You are a low risk business but still need some documentation, see above.

Traceability

Contravention You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate:

- packets of meat in the freezer were unlabeled and untraceable

A statutory Detention of Food Notice (Food Safety Act 1990 s.9) was served.

You must ensure that your suppliers provide you with foods that are properly labelled in accordance with the relevant labelling regulations. It is understood the Trading Standards Officers at Norfolk County Council have provided you with advice

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

Contravention The following evidence indicates there is a staff training need as food handlers:

- were not aware of the food safety management system
- were using poor food storage practices

Allergens

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
- Convey this information to your customers accurately and consistently

Guidance Prepacked for direct sale or PPDS is food that is packaged at the same place it is offered or sold to consumers and is in this packaging before it is ordered or selected. It can include food that consumers select themselves, as well as products kept behind a counter and some food sold at mobile or temporary outlets.

HEALTH, SAFETY AND WELFARE

Matter of evident concern

Trailing electrical flexes could provide a trip hazard. It is recommended that you reposition the small chest freezer in the central display to the perimeter wall of the premises.