



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Family Sklep
Address of food business:	70 - 72 Lefroy Road Norwich NR3 2NU
Date of inspection:	16/09/2023
Risk rating reference:	23/00728/FOOD
Premises reference:	13/00332/FD_HS
Type of premises:	Grocery/Supermarket with catering
Areas inspected:	All
Records examined:	Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Convenience Store (Eastern European)

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)**

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:

- At the time of my visits, the toilet lobby was being used for storage of canned drinks. Food should not be stored or handled in this area.

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Hand-washing

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

- No hot water to the sink within the bake off area.

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.

Information At the start of my inspection, there was initially no hot water supply to the wash hand basin behind the deli counter as it appeared the heating element for hot water had been switched off. Following discussions and a telephone call to the manager, hot water was later re-instated to the wash hand basin after the heating element was switched back on. You must ensure there is constant hot water supply to the wash hand basins at all times.

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 not washing their hands regularly.

Legal Requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water. Soap and hand drying facilities must be located nearby.

Guidance Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- * After using the toilet;
- * After handling rubbish;
- * After smoking;
- * After taking a break;
- * After handling raw food

Temperature Control

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 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 and keeping records in your desk diary.

Poor Practices

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

- No labels on cooked meat in chiller unit to identify what product they were and ingredients/allergens contained in the food.
- Food items were being stored on the floor in the back of house store area.

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 Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- Electric fly killer and tray.

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Cleaning of Equipment and Food Contact Surfaces

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

Observation You had two meat slicing equipment (one for cheese and the other for cooked meat) behind the deli counter. I noted that both of them were not labelled. I recommend you label them both for "ready to eat" only.

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

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

- No hot water supply to the wash hand basin within the bake off area. Hot water supply must be provided to the wash hand basin.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- There was no hot water supply to the sink located within the bake off area.

Legal Requirement An adequate number of wash-hand basins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas::

- There was a gap beneath the door leading to the external area. In order to minimise pest entry into your premises, you should pest proof the door with a solid durable material.

Contravention The electric fly killer is sited over an area where food is stored/handled. Resite the unit away from food.

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 The food safety management system you have in place is not suitable given the food risks associated with your business. You need to implement a bespoke HACCP system covering higher risk activities not covered in simpler systems such as Safer Food Better Business.

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

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Recommendation I recommend that you include a vacuum packing process to your Haccp.

Proving Your Arrangements are Working Well

Contravention The following are needed in order to demonstrate your food safety management system is working:

- cleaning schedule
- daily records
- shelf life stability records
- staff training records

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

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

- Food handlers were not washing their hands often enough as the hot water supply behind the deli counter was initially switch off.

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: www.norwich.gov.uk

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

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

Allergens

Contravention You are failing to manage allergens properly:

- You do not have a system for informing customers about the presence of allergens in the food you prepare.

Legal requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. You can obtain more information from the Trading Standards website: www.norfolk.gov.uk/abc