



Public Protection (food & safety)

Food Premises Inspection Report

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|----------------------------------|-------------------------------|
| Name of business: | Harveys Puremeat |
| Address of food business: | 63 Grove Road Norwich NR1 3RL |
| Date of inspection: | 19/07/2024 |
| Risk rating reference: | 24/00298/FOOD |
| Premises reference: | 07350/0063/0/000 |
| Type of premises: | Butcher retailing RTE foods |
| Areas inspected: | All |
| Records examined: | FSMS, Pest Control Report |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Butchers |

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 Hygiene Rating Re-Scoring Visit

Date: 25 October 2024

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Observation I was pleased to see that:

- most of the contraventions outlined in your food hygiene inspection had been addressed

Contravention the following items require attention:

- food handlers were not seen washing their hands after touching raw meat in the servery
- yellow cutting board was badly scored and needs replacing
- no dates of when frozen on minced lamb and chicken skins in walk-in freezer
- packets of pea flakes were being stored on a walk-way to the top of the stairs
- underneath the towel dispenser was dirty
- drain cover dirty
- broom dirty
- staff training records were not available
- suppliers list was not available

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 You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging.:

- ready-to-eat foods i.e parsley and milk was being stored next to raw foods i.e meat in the walk-in fridge
- cutting board was badly scored in the servery and needs replacing

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

Observation I was pleased to see handwashing was well managed.

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 watches

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.

Unfit food

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- food i.e pigs in blankets were freezer burnt

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:

- food in the walk-in freezer had no dates of when frozen on them
- chicken supremes had a 'Use by' date of 13/6/24 stored in the walk-in freezer
- 2 x pheasants were being stored beyond their 'Use by' dates in the walk-in freezer
- packets of naan bread were being stored beyond their 'Use by' dates of 21/11/23 in the walk-in freezer

Guidance If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before the USE BY date and when defrosted labelled with a date so that it is used within 2 days

Guidance It is an offence to sell food which is not of the nature, substance or quality demanded by the consumer. Food sold passed its 'best before' date could be of a reduced quality so you must check it is OK before you sell it. You must also inform your customers the product is passed its 'best before'.

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:

- floor/wall junctions
- flooring underneath equipment
- grout to floor tiles
- pipework
- walls behind equipment
- flooring to walk-in freezer

- flooring to walk-in fridge
- mould seen to wall/ceiling junctions in walk-in fridge
- rust seen to condenser in walk-in fridge

Contravention The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- untreated mdf to edge to shelving

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- top to soap dispenser
- underneath towel dispenser
- meat slicer used for cooked meats
- curtain strip to walk-in fridge
- rust to stainless steel table
- bottom and pedal to bin
- bottom to cream bin
- legs to equipment
- wheels to equipment
- side to equipment
- ledge to side to wooden cutting board
- plastic bung to wooden cutting board
- interior to cling film dispenser
- food storage container

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:

- plastic white block

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)**

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
- cross-contamination

Proving Your Arrangements are Working Well

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

- staff training records
- suppliers lists
- cleaning schedule

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- cleaning and sanitation are poor

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.