



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	B's T's
Address of food business:	Stall 121 Market Place Norwich NR2 1ND
Date of inspection:	29/08/2024
Risk rating reference:	24/00364/FOOD
Premises reference:	22/00286/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	SFBB, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Market stall on Norwich Market serving local community.

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 4 - a good standard



1. Food Hygiene and Safety

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

Contamination risks

Recommendation/Observation Place bottles of drinks in the dedicated drinks chiller at the main counter. Do not place them in the same fridge where you store wrapped/package raw meat.

Hand-washing

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.

Temperature Control

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

- food temperatures were not being monitored to one your fridge's. You need to

purchase or replace the faulty independent shelf thermometer found.

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:

- ceiling
- floor/wall junctions
- high level cleaning
- trunking underneath extraction canopy

Maintenance

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

- silicon sealant damaged to extractor

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- on the day of my visit one of the two mains hot water boilers to the stall was not working sufficiently. The faulty boiler would produce cold water but would 'trip' the power supply when the hot water supply was turned on. You informed me it had only recently stopped supplying hot water and you had purchased a replacement boiler. This replacement boiler was onsite and you had been making urgent arrangements for it to be installed and operational.

Observation/Information You informed me that the business will not be trading shortly and that the replacement boiler will be working when you re-open the stall. As discussed, I will return to your business and verify that you have two functional hot water boilers in approximately two weeks time.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. **(Score 5)**

Type of Food Safety Management System Required

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 You can download a Safer Food Better Business Catering pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Information If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website www.food.gov.uk/business-industry/caterers/sfbb However, do make sure staff have access to it at all times when working.

Information Poultry and Egg products From Poland:

The Food Standards Agency have noted a recent increase in Salmonella enteritidis illness in the UK, and several larger outbreaks. This illness has been linked to the consumption of Polish poultry meat (mostly chicken, but also turkey and duck), and egg products. If you use and handle these products in catering, retail or wholesale trade please be aware of the risks and the importance of observing good hygiene practices such as thorough cooking, and good practices to prevent cross contamination. Ensure that you evidence this within your Food Safety Management System.

Recommendation You can buy a printed copy of Safer Food Better Business Catering pack or a diary refill pack via our website www.norwich.gov.uk/sfbb

Proving Your Arrangements are Working Well

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

- cleaning schedule
- daily diary pages. Some dates were recorded incorrectly. Likely due to an admin error. As discussed, properly completed daily diary pages can help assist in supporting a legal defence that you are producing safe food
- the Safer Food Better Business Pack (SFBB) pack was a little difficult to follow with supplemental pages of hand written information. Some of this information was out of date and no longer relevant to your current business operation

Recommendation Record fridge temperatures in your daily diary pages.

Recommendation Record cooked food temperatures i.e. burgers or sausages in your daily diary page as evidence foods are cooked correctly using your probe thermometer.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

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

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

Allergens

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

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

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

Recommendation Add allergy information to your menu