



**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                  |                                    |
|----------------------------------|------------------------------------|
| Name of business:                | Euro Food                          |
| Address of food business:        | 43 Magdalen Street Norwich NR3 1LQ |
| Date of inspection:              | 13/01/2025                         |
| Risk rating reference:           | 25/00028/FOOD                      |
| Premises reference:              | 24/00326/FD_HS                     |
| Type of premises:                | Retail shop                        |
| Areas inspected:                 | Storeroom, 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        | <b>10</b>      | 15      | 20      | 25   |
| Structure and Cleaning                     | 0         | <b>5</b> | 10             | 15      | 20      | 25   |
| Confidence in management & control systems | 0         | 5        | <b>10</b>      | 15      | 20      | 30   |
| <b>Your Total score</b>                    | 0 - 15    | 20       | <b>25 - 30</b> | 35 - 40 | 45 - 50 | > 50 |
| <b>Your Worst score</b>                    | 5         | 10       | <b>10</b>      | 15      | 20      | -    |
| <b>Your Rating is</b>                      | 5         | 4        | <b>3</b>       | 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

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

#### 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 wash hand basin
- no hot water

**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.

**Legal Requirement** 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.

## **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. The minor contraventions require your attention. **(Score 5)**

### Cleaning of Structure

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

- cobwebs were seen to high areas in shop
- WC upstairs

**Observation** The premises had been well maintained and the standard of cleaning was good.

### 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

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

- there are insufficient or inadequate hand washing facilities:

**Legal requirement** An adequate number of 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.

#### Pest Control

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

### **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 handover diary etc.:

#### 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:

- services and facilities are inadequate

#### 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.

#### 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

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

- were not washing their hands often enough