

Public Protection (food & safety)**Food Premises Inspection Report**

Name of business:	Oh So Sweet
Address of food business:	3 White Lion Street Norwich NR2 1QA
Date of inspection:	27/02/2025
Risk rating reference:	25/00188/FOOD
Premises reference:	11/00256/FD_HS
Type of premises:	Retail shop
Areas inspected:	All
Records examined:	Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Sweet shop

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 generally high. You demonstrated a good standard of compliance with legal requirements. Some minor contraventions require your attention.
(Score 5)

Contamination risks

Contravention The following exposed food to the general risk of physical contamination with dirt, foreign objects or chemicals:

- miscellaneous clutter due to poor housekeeping (especially above the area where sweets are re-packaged)
- personal items (strips of medication) close to open food (above the fudge counter)

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 means for hygienically drying hands was available
- using gloves without suitable procedures to ensure they remain hygienic (disposable gloves were re-used and cotton gloves only washed weekly)

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.

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

Information If not used properly gloves are likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Observation All products were shelf stable (chocolates were chilled to maintain quality).

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:

- behind and under equipment
- floor wall junctions
- floors (especially on the stairs and upstairs)
- hand contact surfaces such as the handrail and wall near the stairs
- high level cleaning
- shelves (especially in the storeroom)

Recommendation The floor in the storeroom could not be effectively cleaned and should be covered, made non-absorbent or replaced.

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.

Recommendation Improve your housekeeping and discard any items you no longer use.

Cleaning Chemicals / Materials / Equipment and Methods

Information You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

Maintenance

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

- floor surfaces damaged (storeroom / shop floor)
- paintwork worn or peeling (handrail / wall near the stairs)
- damaged wall surfaces
- broken handle on the chiller

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- inadequate worktop space for re-packaging sweets
- insufficient or poorly sited wash hand basins (only wash hand basin available was located in the toilet)

Pest Control

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises. Removing clutter will also make it easier to check for signs of pests.

3. Confidence in Management

A food safety management system is in place and you demonstrate a good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Contravention Your Safer Food Better Business retail pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards:

- only the cleaning schedule and the dairy pages were available on site

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

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

Proving Your Arrangements are Working Well

Observation The daily diary pages were up to date.

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.

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.

Recommendation Review your waste contract to ensure it is sufficient for your needs (as there was a build up of cardboard waste on the premises).

Training

Recommendation Training of the most recent staff members had not been recorded. I recommend you record staff training.

Allergens

Contravention You are failing to manage allergens properly:

- you are not informing customers about the risk of cross contamination with allergens
- you have not adequately labelled all the foods you are pre-packing for direct sale to your customers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised

Legal Requirement Any business that produces PPDS food is required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list. www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds

Information Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

Guidance Pre-packed 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.