

Name of Business:	East of England Co-operative Society Ltd
Address:	154 Unthank Road, Norwich, NR2 2AB
Date of Inspection:	22 June 2010
Inspection Reference	10/00563/FOOD
Type of Premises:	Retail shop
Areas Inspected:	Shop and storeroom
Records Examined:	Food safety procedures manual, cold chain control (delivery temperatures), daily temperature check report book (small), fridge (fridge/freezer temperatures), date control check system short life chilled, date controlled check system ambient frozen, and Command pest control contract book.
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction to the Report

The report begins with a *summary* of what was observed. This has been divided into three sections representing the areas we score you against. The score you have been given for each section is indicated. Details of how this score relates to your star rating will be included with your Safer Food Award. Items in the body of the report refer back to this summary so you can see what factors have influenced your score.

There may be an additional section covering health and safety concerns which fall outside the scope of the Safer Food Award.

Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed with within the next 2 months.

Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

The Law

The report relates to the following legislation:

Food Safety Act 1990 (as amended)

Regulation (EC) No 178/2002 applied by The General Food Regulations 2004 (as amended)

Regulation (EC) No 853/2004 applied by Regulation 17(1) of the Food Hygiene (England) Regulations 2006.

Health and Safety at Work Etc. Act 1974 and related regulations.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice (**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

Please Note

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

Food Safety Compliance

compliance areas:



NORWICH
City Council

Food hygiene and safety

0

5

10

15

20

25

Standards of food hygiene are excellent. You demonstrated full compliance with the law in this regard.

Structure and cleaning

0

5

10

15

20

25

Cleaning and maintenance are generally satisfactory and being maintained. Some minor offences were seen and there is room for improvement.

Confidence in management

0

5

10

20

30

There is a written food safety management system which works well. Any omissions to your written system are minor and easily rectified.

The lower the scores you got the better your business is complying with the law.

FOOD SAFETY

Food Hygiene

- (1) The premises appeared to be well run with excellent systems and documentation.

Temperature Control

- (2) On the temperature log for fridges and freezers I noted, over several weeks recordings, over 8°C for the back right chiller. At the time of inspection the temperature was found to be satisfactory. The manager explained the procedure for dealing with situations where high temperatures have been identified which appeared to be satisfactory. If this continues to be problematic please ensure that a refrigeration engineer is called. **(Observation)**

Personal hygiene and poor practices

- (3) I understand that staff come to work in their uniform. There is no open food. However if possible I would recommend that staff change into their uniform at work. **(Recommendation)**
- (4) Your company policy on exclusion is clear, and is for each case to be referred to management. **(Observation)**
For your information the general advice given to other businesses is that staff should generally refrain from work until 48 hours after sickness and diarrhoea has ceased. **(Information)**
- (5) Staff fleeces were found strewn in the stockroom. Please ensure that these are stored on the pegs provided. **(Recommendation)**
- (6) A lack of hot water to the wc wash hand basin will be mentioned later in the letter. I was concerned that this had not been identified previously by members of staff either because they were not washing their hands thoroughly, or were perhaps using the sink for washing hands instead. Please reiterate to staff the need for thorough hand washing and also that this should take place in the wash hand basin rather than the sink. **(Observation)**

Structure and Cleaning

Cleaning

- (8) The following items were dirty and require more frequent and thorough cleaning **(Contravention)**:
- The side stockroom floor
 - The shop floor beneath shelving units. (I recommend that the lower shelves be removed periodically to facilitate cleaning of this area.)

- (9) I was pleased to note that you have a sanitiser branded Est-eem, however this had no contact time stated. The correct use of the product and application contact time is important and I therefore recommend that this be identified. **(Recommendation)**
- (10) There is currently no company cleaning schedule document in place at the store. I recommend that one be instigated. **(Recommendation)**

Maintenance

- (11) The following items/areas had not been maintained in good repair and condition, and require repair/replacement to provide sound, easy to clean surfaces.
(Contravention):

- Within the side stockroom the structural standards were unacceptable. Improvement is required to a basic level as only wrapped food is handled within this area.
In the side stockroom the bare breeze block walls, and worn paint to the brick walls require attention.
- In the side stockroom the ceiling was bare holed plasterboard with gaps. This requires attention.
- Leading from the side stockroom into the store the door frame had become badly broken and splintered. This requires replacement. (I recommend that a higher grade finish be provided to this as the current situation has occurred because of the through flow of wheeled trolleys banging against this area.
Recommendation)
- In the side stockroom the external door frame has become worn (again due to the ingress of wheeled trolleys) leading to a gap which is currently not vermin proof. The door frame therefore requires replacement.

Facilities and structural provision

- (12) The following facilities were inadequate or absent and must be provided or improved
(Contravention):

- At the wc wash hand basin the water supply from the wall heater, which was switched on, would not run hot. Please investigate this and ensure that this is in full working order.

Confidence in Management

- (13) I was generally pleased by the level of your company documentation.

Proving your arrangements are working well

- (14) The following matters are needed in order to demonstrate your food safety management system is working as it should **(Contravention):**
- A few gaps were seen over a few months on the daily temperature check report sheet for fridges and freezers. Ensure records are fully completed or annotated if there is a reason why monitoring has not taken place.

- Temperatures of over 8°C had been recorded on the temperature log. The manager explained the procedure taken to rectify/deal with situations such as this which appeared satisfactory. However the supporting paperwork had not been completed to show what action had been taken as it should have been on the sheet in the record book. Completion of this would be likely to help you as a company with any due diligence defence and also demonstrates a following of company procedure.
- Your company policy also indicates that if high temperatures are identified when a product has been scanned, product probing should take place to further check temperatures. This indicates that a probe thermometer should be available on site but currently no probe thermometer is available. This is a deviation of your company policy and therefore a probe thermometer should be provided on site.