



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Drayton Road Post Office
Address of food business:	169 Drayton Road, Norwich, NR3 2AA
Date of Inspection:	26 February 2014
Risk Rating Reference	14/00149/FOOD
Inspection Reference	EH14/7815

Type of Premises:	Small retailer
Areas Inspected:	All
Records Examined:	None available
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

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 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.

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

How we calculate your new Food Hygiene Rating:

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		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



This space is reserved for your Right of Reply

- You have a 'right to reply' in respect of this food hygiene rating. This allows you to explain what improvements you have made or to offer an explanation for the standards we found at the time of this inspection.
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- Your new rating will be displayed here and on your website listing
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

General description of the business

Drayton Road Post Office is a new food business which offers consumers in the local area ambient low risk food products.

Food Hygiene

Summary:

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

1. The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals
(Contravention):

- Insufficient tongs/scoops for loose sweets.
- Tongs left inside tub of sweets with the handle in contact with the food.

Hand-washing

2. Staff should wash their hands in hot running water, using soap and have hygienic means of drying e.g. disposable paper towels, before handling food products.
(Information)

Personal Hygiene

3. It is your responsibility to ensure that any person known or suspected to be suffering from, or to be a carrier of food-borne disease or infection, including vomiting, diarrhoea, skin infection, sores and open wounds is excluded from working in any food handling areas, until they have been free of symptoms for 48 hours, or medical clearance has been obtained. **(Information)**

Practices

4. I was pleased to see that stock is rotated and dates are checked. **(Observation)**
5. It is an offence to sell food which has past its 'Use By' date as it could cause illness. Food which has past its 'Best Before' date can be sold, however you must inform the consumer before they purchase the product, as the quality of it may be affected.
(Information)

Structure and Cleaning

Summary:

The structure, facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. You have effective pest control. Procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

Cleaning

6. I was pleased to see that the premises were clean. **(Observation)**
7. I recommend that the storeroom is kept tidy and only used for storing food. This will make it easier to clean and check for pests. **(Recommendation)**

Maintenance

8. I was pleased to see that the premises was in good repair and condition. **(Observation)**

Confidence in ManagementSummary:

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Documented Food Safety Management System

9. You had not written down the procedures you have in place to ensure your food is safe. You must put in place a documented food safety management system, which identifies the hazards to food and the methods you use to control them, at points which are critical to food safety. **(Contravention)**
10. Your business is low risk and so your written procedures do not need to be elaborate. However, there must be some documentation and I suggest: rules of hygiene (including how and when staff wash their hands and your exclusion policy); cleaning schedule; stock control; pest reports. **(Information)**
11. I strongly recommend you use the 'Safer food better business for retailer' pack as your written food safety management system. A printer friendly version of this document is available at www.food.gov.uk/business-industry/caterers/sfbb **(Recommendation)**

Proving Your Arrangements are Working Well

12. The following matters are needed in order to demonstrate your food safety management system is working as it should **(Information)**
- Records of stock checks and items removed from sale
 - Cleaning schedule
 - Checks for pests

Allergies

13. In 2014 new Food Information rules will require food businesses to provide allergy information on unpackaged food sold from all catering outlets including takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There will also be changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Food Standards Agency website.
<http://allergytraining.food.gov.uk/english/in-the-restaurant/>
It's best to be prepared. If you can, make these changes now. **(Information)**