



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

Name of Business:	Tombland News
Address of food business:	9 Tombland, Norwich, NR3 1HF
Date of Inspection:	25 March 2014
Risk Rating Reference	14/00232/FOOD
Inspection Reference	EH14/11092
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Type of Premises:	Small Retailer
Areas Inspected:	All
Records Examined:	Safer Food Better Business (SFBB)
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	<b>5</b>	10	15	20	25
Structure and Cleaning	0	<b>5</b>	10	15	20	25
Confidence in management & control systems	0	<b>5</b>	10		20	30
<b>Your Total Score</b>	<b>0 – 15</b>	20	25 – 30	35 – 40	45 – 50	> 50
<b>Your Worst Score</b>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	4	3	2	1	0

Your Food Hygiene Rating is 5 – a very 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](http://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](http://www.norwich.gov.uk/foodhygieneratings)

**General description of the business**

(i.e. food premises type, size and scope; numbers of people served and whether vulnerable; type of food, methods of processing and any associated risks)

Tombland News offers consumers in the local area confectionary, ice creams and milk.

**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)**

**Hand-washing**

1. I was pleased to see that the wash hand basin had hot water, soap and towels.  
**(Observation):**

**Temperature Control**

2. The following matters exposed food to the risk of bacterial growth or survival  
**(Contravention):**
  - Staff unaware of maximum temperature for chilled foods; chilled food must be kept at or below 8°C. However I noted that there is a target temperature of 4-6°C.
3. I was pleased to see that there was an independent thermometer in the chiller.  
**(Observation)**
4. If foods are out of temperature range due to faulty equipment, chilled foods must be sold within 2 hours or disposed of. If frozen foods defrost, such as ice cream, they must not be re-frozen and should be disposed of. **(Information)**

**Practices**

5. I was pleased to see that **(Observation):**
  - Chilled high risk products are date checked daily and all ambient products regularly checked.
  - Delivery checks carried out and stock rotated.

**Structure and Cleaning**

Summary:

The structure, facilities, 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 satisfactory. The minor contraventions require your attention. **(Score 5)**

Cleaning

6. The following items were dirty and require more frequent and thorough cleaning **(Contravention)**:
  - Floor in store room.
7. I was pleased to see that the premises was generally clean. **(Observation)**
8. I recommend that **(Recommendation)**:
  - Cleaning schedule is recorded - it should state all items which require cleaning, the frequency and method to be used.
  - Anti-bacterial spray used on surfaces where high risk products stored e.g. sandwiches and on hand contact points such as fridge handles.

Confidence in ManagementSummary:

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood, properly controlled, managed and reviewed. Your records are appropriate and generally maintained. There are some minor contraventions which require your attention. **(Score 5)**

Documented Food Safety Management System

9. I was pleased to see that SFBB is used on site, safe methods completed, diary up to date and temperatures recorded. **(Observation)**
10. I recommend that staff training record and suppliers be updated. **(Recommendation)**

Training

11. The following evidence indicated there was a staff training need **(Contravention)**:
  - Staff unaware of the legal maximum temperature requirements for chilled storage.

**HEALTH, SAFETY AND WELFARE**

## Uncontrolled Hazards

**12.** The following hazards had not been controlled and were of immediate concern.  
**(Contravention):**

- The flight of steps leading to the first floor, where the wash hand basin and staff facilities are located, are extremely steep, there is inadequate depth of tread and insufficient hand rails. The stairs should be designed, so far as is reasonable practicable, so as to prevent a person from tripping and/or falling. The ideal standards for stairs are described in the Building Regulations 'Approved Document K' available freely on the internet. In particular I consider the following to be relevant:
  - Aim to achieve at least the Utility standard
  - Height between each step of 150-190mm
  - Depth of each step of 250-320mm
  - Slip resistant tread
  - Continuous handrail alongside the flight of steps all the way from the top to the bottom (or along both sides if they are wider than 1m)

You should carefully consider, and carry out, any improvements which reduce the risk to your employees. This may include moving the doorway to the stairs (in the shop) to the left, to allow for a more gradual angle of the steps and a possible increase in the depth of each step. Please note, as the premises is Grade II listed, you should contact Norwich City Council's Planning Department on 0344 980 3333 to discuss your proposals, before carrying out any works.