

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	PJ's
Address of food business:	78 Silver Road, Norwich, NR3 4TE
Date of Inspection:	1 December 2014
Risk Rating Reference	14/00772/FOOD
Inspection Reference	EH14/40410
Type of Premises:	Small Retailer
Areas Inspected:	Store room
Records Examined:	Food safety management system
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 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	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 2 – improvement is necessary



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

<u>General description of the business</u>
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Convenience store serving the local community.
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Food Hygiene

Summary:

Food hygiene standards are generally satisfactory and being 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

1. I was pleased to see that raw meats were being stored at the bottom of the display fridge. **(Observation)**

Hand-washing

2. The following evidence showed you were failing to manage hand-washing operations and that as a consequence food was exposed to the risk of contamination with harmful bacteria such as *E.coli* 0157. **(Contravention)**
 - There was no soap or hand drying facilities at the dedicated wash hand basin.

Personal Hygiene

3. I was pleased to see that staff were aware of the need to stay off work for at least 48 hours symptom free following any gastro-intestinal illness. **(Observation)**

Temperature Control

4. I was pleased to see that fridges and freezers were running at correct temperatures and these are recorded. **(Observation)**
5. I recommend that you purchase probe wipes for your probe thermometer. **(Recommendation)**

Practices

6. I was pleased to see that food beyond its best before date was kept separate and then returned to suppliers or disposed of. **(Observation)**
7. Cardboard was on the shelf of the fridge, this is not good practice as cardboard cannot be cleaned effectively. **(Contravention)**

Structure and Cleaning

Summary:

The structure, facilities, cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning

8. The following items were dirty and require more frequent and thorough cleaning **(Contravention):**

- Chest freezer needs defrosting and cleaning.
- Inside bottom of the glass double door display fridge.
- Shelves throughout the premises.
- Products ie cans and jars on shelves.
- Probe thermometer.

Maintenance

9. The following items/areas had not been maintained in good repair and condition **(Contravention):**

- Inside bottom of the double door display fridge.
- Carpet throughout premises.

10. However, I was pleased to see that you were undergoing a major refurbishment. I will revisit in January to see how this is progressing. **(Observation)**

Confidence in Management

Summary:

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. 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

11. The following management sections in your SFBB pack / documented food safety management system were either missing or incomplete. **(Contravention):**

- Temperature records had lapsed week ending 12.10.14.
- Cleaning schedule checks had lapsed since 28.11.14.

12. I recommend that you re start your temperature records and cleaning checks immediately as this is an essential part of your food safety management system. **(Recommendation)**

Allergies

13. New legislation requires 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 Trading Standards website:
www.norfolk.gov.uk/abc **(Information)**