

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

Name of Business:	At Your Convenience
Address of food business:	55 Earlham Road, Norwich, NR2 3AD
Date of Inspection:	10 November 2015
Risk Rating Reference	15/00695/FOOD
Inspection Reference	EH15/35684
Type of Premises:	Small retailer
Areas Inspected:	Front of house
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 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	<b>10</b>	15	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	5	<b>10</b>		20	30
<b>Your Total Score</b>	0 – 15	20	<b>25 – 30</b>	35 – 40	45 – 50	> 50
<b>Your Worst Score</b>	5	10	<b>10</b>	15	20	-
<b>Your Rating is</b>	5	4	<b>3</b>	2	1	0

Your Food Hygiene Rating is 3 – a generally satisfactory 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

Local convenience store retailing low and high-risk wrapped food.

### **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)**

#### Personal Hygiene

1. Remember 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)**

#### Unfit Food

2. The following food was unfit (and was seized or destroyed in my presence) because it was past its use by date. **(Contravention):**
  - Three 200g packs of deli breaded ham past their use by date (09/11/15).

### **Structure and Cleaning**

#### Summary:

The structure, facilities, 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

3. The following items were dirty and require more frequent and thorough cleaning  
**(Contravention):**
  - Floor behind and under shelving units.
  - The raised floor platform under both shop windows to the right and left of the entrance door.

#### Maintenance

4. The following items/areas had not been maintained in good repair and condition **(Contravention)**:
- The ice cream freezer was stabilised with bricks which were breaking apart.

### **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. Some minor issues were identified relating to staff supervision and training. 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)**

#### **Type of Food Safety Management Needed**

5. The food hazards associated with your business would indicate that the following documented system would be appropriate:
- A minimum amount of documentation to include rules of hygiene, pest control reports, staff illness exclusion policy, cleaning schedule, date coding, handover diary etc.

#### **Documentation and Training**

6. There was no food safety management system in operation. Implement the system indicated above. **(Contravention)**
7. Ensure staff are suitably trained in matters concerning food safety such as; how to recognise signs of pests, the importance of removing items that are near to or which have passed their use-by date, the importance of temperature monitoring of fridges and freezers, and what to do if they are ill. Keep a record of the training they have received. **(Contravention)**

### **HEALTH, SAFETY AND WELFARE**

#### **Uncontrolled Hazards**

8. The following hazards had not been controlled and were of immediate concern. **(Contravention)**:
- There were trailing electric cables and a multi-gang socket positioned close to the floor near the entrance door where it might pose a tripping hazard.
9. I would strongly recommend you employ the services of an electrician to provide additional surface-mounted sockets positioned where they are needed. **(Recommendation)**