

Public Protection (food & safety) Food Premises Inspection Report

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|------------------------------|--|
| Name of Business: | Stop N Go |
| Address of food business: | 1 Woodgrove Parade, Catton Grove Road, Norwich, NR3 3NS |
| Date of Inspection: | 12 January 2016 |
| Risk Rating Reference | 16/00057/FOOD |
| Inspection Reference | EH16/2039 |
| Type of Premises: | Small retailer |
| Areas Inspected: | All |
| Records Examined: | Safer Food Better Business |
| 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 | | | | | |
|--|-----------|----|----------------|---------|---------|------|
| | 0 | 5 | 10 | 15 | 20 | 25 |
| 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 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

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

Small Convenience store serving the local community

Food HygieneSummary:

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. 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):

- Remove drink cans from the staff w.c. and lobby

2. I recommend that packaged bacon is stored separately from 'ready to eat' food e.g. cream cheese. You should have complete physical separation either with space or preferably as discussed with a barrier made of a cleanable surface e.g. perspex.

(Information / Recommendation)Hand-washing

3. 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)**

- Soap provided to wash hand basin adjacent to w.c. was empty (ensure soap, preferably anti-bacterial soap, is provided at all times).

4. I was pleased to see that the hot water supply has been provided to the wash hand basin adjacent to the w.c. and that paper towels are also provided. **(Observation)**

Temperature Control

5. I was pleased to see that you check the 'cold' temperature of your display cabinet with a thermometer. **(Observation)**

6. I recommend that you purchase a probe thermometer as discussed to check that this thermometer is reading accurately. **(Information / Recommendation)**

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

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

- Floor to drinks storage room adjacent to staff w.c.
- Staff w.c. bowl
- Wash hand basin to staff w.c.

Maintenance

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

- Decoration required to walls of drink storage area

Confidence in Management

Summary:

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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)**

Hazards to Food

9. The following matters demonstrated that you had not identified hazards to food or their methods of control at critical points in your operation. **(Contravention):**

- Drinks should not be stored in areas that could result in contamination (e.g. staff w.c. and lobby).

Documented Food Safety Management System

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

- Diary has just stopped. Start immediately and continue to complete
- Staff training records
- Suppliers list

11. I was pleased to see that you have a SFBB 'retail pack' being used. Ensure you use the 'diary' section. **(Observation)**

Allergies

12. Legislation requires food businesses to provide allergy information on unpackaged food. This applies to food sold from all catering outlets including restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There has also been 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)