

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Romanian Village Shop
Address of food business:	24A Magdalen Street Norwich NR3 1HU
Date of Inspection:	15/04/2016
Risk Rating Reference	16/00286/FOOD
Inspection Reference	EH16/10025
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Type of Premises:	Retail shop
Areas Inspected:	Storeroom, Cellar, Shop floor
Records Examined:	None
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction

The report has been divided into the three areas which you are scored against: food hygiene and safety procedures, structural requirements and confidence in management/control procedures. Each section begins with a summary of what was observed and the score you have been given. Details of how these scores combine to produce your overall food hygiene rating are shown in the table on the next page. You can use the table to see where you have done well and where improvements can be made.

Sections identifying health and safety and public health concerns may be included at the end of the report, these do not form part of your food hygiene rating.

Relevant 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

What you must do to comply with the law

The report may include contraventions - matters which do not comply with the law **(Contraventions)**. You must address all of the contraventions identified; failure to do so could result in legal action being taken against you.

As a guide, contraventions relating to cleaning, temperature control and poor practice, should be dealt with straight away. Contraventions relating to structural repairs, your food safety management system and training, should be completed within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise stated.

To assist you the report may also include observations of current practice **(Observation)**, useful information **(Information)** and recommend good practice **(Recommendation)**.

Disclaimer

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

FOOD SAFETY

How we calculate your 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	15	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



Appealing your rating

- Discuss the rating with the inspector
- Enter your appeal within 14 days of this notification
- For full details and the form visit www.norwich.gov.uk/foodhygieneratings

This space is reserved for your **Right of Reply**

- You have a 'right to reply'. This allows you to explain what improvements you have made or to explain the standards we found at the time of this inspection.
- For full details and the form visit 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.
- For full details and the form visit www.norwich.gov.uk/foodhygieneratings

<u>General description of the business</u>
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Retail store selling a selection of Romanian foods and fresh cream cakes
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FOOD SAFETY

Food Hygiene

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)**

Temperature Control

Observation I was pleased to see you were monitoring the temperature of fridges and display chillers and that suitable temperatures were being maintained.

Recommendation To further improve standards I recommend the following:

- Keep the grills free in the display chillers to facilitate the circulation of cooling air

Structure and Cleaning

The structure facilities and standard of 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)**

Maintenance

Contravention The following items had not been suitably maintained and must be repaired (or replaced):

- The shop floor covering was defective and could not be adequately cleaned. In addition the uneven and broken floor presented a tripping hazard

Confidence in Management

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. 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 System Required

Contravention Your food safety management system is not appropriate given the food risks associated with your business. Implement the system indicated below:

The food hygiene risks associated with this business would warrant the minimum amount of documentation which might include; some written procedures especially on temperature control (see below), rules of hygiene, pest control reports, a staff illness exclusion policy, a cleaning schedule, date coding on perishable food and a hand-over diary.

Proving Your Arrangements are Working Well

Contravention Your fresh cream cakes represent a hazard over and above the other food items you stock. You need to implement special measures to ensure cakes are protected from bacterial contamination and kept at temperatures that will inhibit bacterial growth. You have some safe practices but these have not been written down. I suggest the following:

- Keep a record of the times you take a temperature reading of the fridges and that temperatures are still within safe limits
- Record those occasions a temperature target is exceeded and what you did about it
- Have a plan of action should a temperature target not be met; like moving cakes to another fridge or throwing cakes away
- Keep a record of any use-by date and ensure any cakes that go beyond this date are discarded
- Ensure you do not accept receipt of any cakes which have been transported at temperatures above 8 degrees centigrade
- Clean and disinfect your cake tongs regularly
- Write down the above procedures

Good Practice

Observation I was pleased to see that:

- You had identified the allergens present in the fresh cream cakes you sell and had prepared cards to convey this information to your customers

HEALTH, SAFETY AND WELFARE

Uncontrolled Hazards

Contravention The following hazards had not been controlled and were of immediate concern:

- The tripping hazard posed by the defective floor covering on the shop floor

