

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Greggs
Address of food business:	57 St Stephens Street, Norwich, NR1 3QR
Date of Inspection:	27 April 2016
Risk Rating Reference	16/00299/FOOD
Inspection Reference	EH16/2135
Type of Premises:	Small Retailer
Areas Inspected:	Main kitchen, store room, retail area
Records Examined:	Daily HACCP sheets, cleaning schedule temperature control sheets
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 – 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 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

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> Local branch of multi national bakery store with retail element.
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Food HygieneSummary:

Food hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

Contamination Risks

1. I recommend that the plastic containers of fruit are delivered in separate boxes from the ready to eat salads. **(Recommendation)**

Hand-washing

2. I was pleased to see that you had non-hand operated systems to turn on water to your wash hand basins. **(Observation)**
3. I recommend that **(Recommendation):**
 - You do not touch the water sensor with your hands.
 - You provide towels to the wall mounted towel dispensers above wash hand basins.

Personal Hygiene

4. I was pleased to see that staff wore washable overclothing including hair nets for long hair. **(Observation)**

Temperature Control

5. I was pleased to see that the temperatures of high risk ready to eat food was kept below 8°C. **(Observation)**

Practices

6. The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration **(Observation):**
 - You need to be aware of the contact time of the sanitising spray. I was pleased to see that it complied with BSEN 1276:1997 and that you left it on for 5 minutes but a shorter contact time may be possible. Check the contact time with the manufacturer/supplier.
7. I was pleased to see that you had air conditioning and an air curtain above door which reduced ambient temperature near the display chillers. **(Observation).**

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

8. The following items were dirty and require more frequent and thorough cleaning **(Contravention):**
- The underside of the wall mounted soap dispensers near the wash hand basins
 - Food debris splashes on cladding near the wash up area.
 - Build up of dust on wall mounted knife dispenser.
9. I was pleased to see that you kept the premises clean and swept up the food preparation area twice a day. **(Observation)**

Maintenance

10. The following items/areas had not been maintained in good repair and condition **(Contravention):**
- Rake out perished mastic from holes in the wall cladding and repair to provide smooth impervious surface.

Confidence in Management

Summary:

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. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Documented Food Safety Management System

11. The following are examples of where your documented Food Safety Management System said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do. **(Contravention):**
- Ensure any waste food beyond its best before date or damaged stock is kept in the waste sacks provided.
12. I was pleased to see that you had hour dots on hot food display and kept to a 2 hour rule. **(Observation)**

13. I recommend that you calibrate your probe thermometer monthly to verify that it is maintaining the correct temperatures in iced /boiling water. **(Recommendation)**

Training

14. I was pleased to see that staff received regular classroom refresher training in food hygiene and computer learning modules in between. **(Observation)**

Allergies

15. 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)**