

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Sandy Lane Stores
Address of food business:	50 Sandy Lane, Norwich, NR1 2AB
Date of Inspection:	21 June 2016
Risk Rating Reference	16/00418/FOOD
Inspection Reference	EH16/22469
Type of Premises:	Small Retailer
Areas Inspected:	All
Records Examined:	Safer Food Better Business (SFBB)
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 4 – a 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

General description of the business

Small local retailer selling wrapped shelf stable, chilled and frozen foods.

Food Hygiene

Summary:

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. 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)**:
 - Ensure raw and ready to eat food is stored separately - wrapped raw sausages were next to packs of ham.

Hand-washing

2. Proper hand-washing is essential in preventing the spread of *E.coli* 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide '*E.coli* - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe. **(Information)**
3. I was pleased to see that **(Observation)**:
 - The wash basin located in the WC was equipped with liquid soap, towels and hot and cold water.
4. I recommend that **(Recommendation)**:
 - Paper towels are provided to the wash basin.

Personal Hygiene

5. I was pleased to see that **(Observation)**:
 - You were aware of the correct time to stay off work if ill with sickness and diarrhoea.

Temperature Control

6. The following matters exposed food to the risk of bacterial growth or survival **(Contravention)**:

Read this report on our website www.norwich.gov.uk/foodhygieneratings

- Ensure you check the temperature of high risk foods being delivered to your business, such as sandwiches. This was not being done.

7. I was pleased to see that **(Observation)**:

- You were aware of the correct temperature for frozen storage.
- You have provided independent thermometers in each piece of equipment and monitor this twice daily.
- The temperatures of the fridge and freezer were satisfactory.

Practices

8. I was pleased to see that **(Observation)**:

- You were aware of use by and best before dates.
- You appeared to have good systems for removing out of date stock from sale.
- You carry out visual checks on food delivered to your business.

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

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

- WC wash basin
- WC door
- Store room and lobby walls grubby in places

10. The following cleaning methods and materials were not sufficient to control the spread of harmful bacteria such as *E.coli* 0157 between surfaces. **(Contravention)**

- You had various cleaning products and sanitisers (Dettol cleaner and Happy Shopper anti-bacterial spray). The Food Standards Agency recommend that sanitisers meet two British Standards, as outlined on the enclosed guidance leaflet. These did not state if they met the British Standards as recommended by the Food Standards Agency. I recommend you use products that show on the label that they meet these requirements. The products that you were using did not appear to be meeting this guidance.

11. Proper cleaning and disinfection is essential in preventing the spread of *E.coli* 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the

enclosed catering and retail guide '*E.coli* - What you *must* do to keep surfaces clean' for practical advice on keeping you and your customers safe. **(Information)**

12. I was pleased to see that **(Observation)**:

- The premises was generally clean, especially in the shop.
- The premises has been refurbished since the last inspection.

13. I recommend that **(Recommendation)**:

- Stock be kept off the floor to facilitate cleaning.

Maintenance

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

- Store room walls and ceiling have some areas of bare plaster and cracked paint. (I strongly recommend that these areas be re-decorated).
- The lino tiles in the store room were broken in places.

15. I was pleased to see that **(Observation)**:

- The premises was generally in a good condition, especially in the shop.

Facilities and Structural Provision

16. The following facilities were inadequate or absent and must be provided or improved **(Contravention)**:

- There is a gap beneath the front door which could allow pest access and must be pest proofed.
- There is no hot water to the sink and this must be provided.

17. I was pleased to see that **(Observation)**:

- You have employed a pest controller in the past when needed and now check regularly as needed.

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

18. I was pleased to note you have a SFBB pack and have been using this. Since you used the diary pages you have compiled your own sheets and been using these. However, you should download diary pages and use these.
(Observation/Information)
19. You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb
Contact us for details of our workshops on 01603 212747 **(Information)**

Proving Your Arrangements are Working Well

20. I was pleased to see that you record fridge and freezer temperatures, and also a cleaning schedule, on a sheet you have compiled yourself. **(Observation)**

Waste Food

21. I was pleased to note that you have a commercial waste contract in place.
(Observation)

Training

22. The following evidence indicated there was a staff training need **(Contravention)**:
- You thought that the temperature for high risk food storage was 10⁰C or less. It is in fact 8⁰C or less.
23. Food Hygiene Level II training or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your staff.
(Recommendation)
24. www.cieh-coursefinder.com provides a list of accredited trainers **(Information)**

Allergies

25. 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)**