



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Gaja
Address of food business:	30 Dereham Road Norwich, NR2 4AZ
Date of Inspection:	28/11/2016
Risk Rating Reference	16/00717/FOOD
Premises Reference	15/00327/FD_HS
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Type of Premises:	Convenience Store
Areas Inspected:	All
Records Examined:	SFBB
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Convenience Store serving the local Eastern European Community

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 . 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 staff 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, useful **Information, Recommendations** of good practice and reminders of **Legal Requirements** .

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:

The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. 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.

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 4 - a good standard



1. Food Hygiene and Safety

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)**

Contamination risks

Observation Contamination risks were controlled

Hand-washing

Contravention it was noticed that the boiler was switched off. Please ensure that the boiler is switched on, hot water must be available at all times

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were diligently monitoring temperatures.

Poor Practices

Observation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- hot water boiler was not turned on making hand washing and cleaning ineffective.

2. 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)**

Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- seal to the Beko freezer

Cleaning Chemicals / Materials / Equipment and Methods

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Maintenance

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

- shelving in storeroom was constructed using bare wood. You need to seal, treat, paint the wood to leave a smooth impervious surface that can be easily cleaned

3. Confidence in Management

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. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

Food Hazard Identification and Control

Contravention The Safe Methods in your Safer Food Better Business (SFBB) pack are intended to show you have identified the hazards to food and what you must do to control them. The following Safe Methods were either missing from your SFBB pack or had not been completed appropriately:

- cross-contamination
- cleaning

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- the cleaning schedule
- your Suppliers and/or Contacts lists
- staff training records

Contravention You are not working to the following safe methods in your Food Safety Management system:

- opening and closing checks, as the boiler was turned off.

Information I was pleased to see that you had a cleaning checklist.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier.

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens in food

Allergens have been identified.