

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	The Green Grocers
Address of food business:	2 - 4 Earlham House Shops, Norwich, NR2 3PD
Date of Inspection:	12/05/2017
Risk Rating Reference	17/00275/FOOD
Premises Reference	09/00098/FD_HS
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Type of Premises:	Restaurant or cafe
Areas Inspected:	Main Kitchen, Storeroom, Dry store, Served, Dining room
Records Examined:	SFBB, Pest control report
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Green grocers and in-store cafe. Serving local 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 853/2004 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
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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

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- chopping boards were scored and need replacing
- insectocutor above food preparation table in main kitchen.
- kitchen foil covering surface of large oven in main kitchen

Observation I was pleased you could demonstrate effective E.coli 0157 control through the complete separation of raw and ready-to-eat food, the correct use of wash-hand basins and thorough handwashing, having dedicated equipment (including complex equipment) for raw and ready-to-eat foods, through 2-stage cleaning and the correct use of sanitisers, and by controlling the risks posed by soily vegetables.

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.

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 Structure

Contravention The following structural items were dirty and require more frequent and thorough cleaning:

- high level cobwebs in rear store room could be seen.
- wall/floor joints in main shop
- hand contact surfaces to doors in main shop/food storage area's.
- architrave and door frames throughout main shop and store rooms
- plastic stripping in walk-in fridge.
- wheels to moveable equipment in main kitchen.
- light-well to ceiling in main kitchen

Contravention The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- wood crates and baskets used to store bread in main shop.
- hessian sacks used for food and drink display
- wood panelling on walk-in fridge
- wood panelling used as covering to fridge's in main shop.
- bare untreated wood battens in rear store room office. If you store foods in any room it has to be adequately cleaned and maintained. i.e. in an area primarily used as an office
- blown wood to boxing on wall in WC.

Maintenance

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

- cracks to ceiling and walls throughout premises
- damaged and chipped architrave.
- damaged internal doors into rear store and office area.
- damaged flooring in main shop and kitchen.
- rust to some bolts to ceiling in walk-in fridge

- flaking paint to ceiling and light well in main kitchen.
- damaged blown wall under wash hand basin in main kitchen.
- exposed plaster to overhead joist from dining area into main kitchen
- fill old rawl plug holes to walls in main kitchen.
- flaking paint to ceiling in main kitchen.
- cracked floors from dining area into main kitchen.
- missing wall tiles to wall in WC. You informed me you are awaiting a quote from a builder to repair.

Information I was pleased to note you are intending to get quotes to repair/replace damaged flooring in main kitchen.

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

Proving Your Arrangements are Working Well

Contravention The following matters are needed in order to demonstrate you Food Safety management system is working as it should:

- there were some blank boxes to written records that your written systems were being following. ie. no signature that tasks had been completed.
- ticks rather than a signature as required on your recording sheets. (I recognise this is not a food safety risk but staff need to be following your written systems correctly)

Observation

- staff were not wearing hats according to your written systems. However you informed me this was an error in your SFBB pack and staff did not have to wear hats. You had incorrectly completed a section of the pack. You should therefore alter your pack according to what occurs.

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.