

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	Bishop Bridge Convenience Store
Address of food business:	20 Bishop Bridge Road Norwich NR1 4ET
Date of Inspection:	08/06/2017
Risk Rating Reference	17/00346/FOOD
Premises Reference	14/00148/FD_HS
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Type of Premises:	Convenience Store
Areas Inspected:	Storeroom, Cellar, Shop floor, Yard
Records Examined:	Temperature control records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Small retail outlet

**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

Food Information Regulations 2014

**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
Structure and Cleaning	0	5	10	15	20	25
Confidence in management & control systems	0	5	10	15	20	30

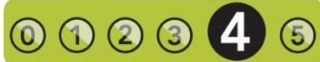
  

Your Total score	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
Your Worst score	5	10	10	15	20	-

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

**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 hand washing, having dedicated equipment for raw and ready-to-eat foods, through 2-stage cleaning and the correct use of sanitiser, and by controlling the risks posed by earth soiled vegetables.

#### Hand-washing

**Recommendation** For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

**Recommendation** Store a hand sanitiser behind the service counter and till.

## 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.

## Unfit food

**Contravention** The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- 1 x samosa

**Recommendation** Ensure you check all short shelf life products (Use by date) carefully, I could see you had already removed a number of items from sale, but missed one item and it was still on display.

## **2. Structure and Cleaning**

The structure facilities and standard of 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 adequate. The minor contraventions require your attention. **(Score 5)**

### Cleaning of Structure

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

- Due to a recent burglary in your shop you were undertaking a number of repairs, once you have completed the repairs ensure the following standards are met;
- Walls painted so they can be kept clean.
- A sealed floor covering which covers all of the shop floor.
- Paint the ceiling.
- Cover any holes which could give access to pests or allow dust and debris to fall.
- Return all stock to the store room shelving.

### Maintenance

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

- See previous note above.

### **3. 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. You have a satisfactory track record. 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** You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Although your business is low risk you still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and hand over diary etc.

**Information** 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](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Information** If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb) However, do make sure staff have access to it at all times when working.

**Information** The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

**Information** As a matter of urgency contact the Duty officer on 01603 212747 to arrange a time when you can bring your Food safety management documents to our offices.

**Information** I was pleased to see you were maintaining fridge and freezer temperature records.

**Information** You were also able to provide traceability of foods for sale.

#### **Food Hazard Identification and Control**

**Contravention** Your Food safety management (FSM) system is not adequate in its scope and/or is not sufficiently detailed. Ensure your FSM system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable.

#### **Allergens**

**Observation** Only a very limited number of open fresh foods in-stock;

**Observation** 3 types of vegetable. (No labelling)

### Matters of evident concern

**Contravention** The following matters were of immediate concern: The internal stairs which lead down from the shop to the basement:

- The top step is a very large drop and there is no handrail installed on either side, for the first 3 steps.
- Install a hand rail at the top section of the stair before the turn, the large step height increases the risk of falling and increases the importance of installing the hand rail. (Staff or authorised visitor access only)