

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of Business:	Roys (Wroxham) Ltd
Address of food business:	Bowthorpe Main Centre, Norwich, NR5 9HA
Date of Inspection:	15/06/2017
Risk Rating Reference	17/00355/FOOD
Premises Reference	18090/2006/0/000
Type of Premises:	Grocery/supermarket
Areas Inspected:	Storeroom, Shop floor
Records Examined:	FSMS, Cleaning schedule, Temperature control records, Pest control report, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Supermarket serving the 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 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	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 ready-to-eat food and/or its packaging to the risk of cross-contamination with E.coli 0157 and/or other pathogenic bacteria from raw meat or unwashed raw vegetables :

- raw meat i.e sirloin steak was being stored next to ready-to-eat foods i.e tomatoes in the display fridge. Although wrapped this could cause a cross contamination problem

**Legal requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

### Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- a number of packets of garlic bread and pizzas were found to be defrosted in the large display freezer, these were removed in my presence

### 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

- 2 packets of rye and wheat bread was on the floor under shelves in the storeroom with a best before date 31.5-17

## **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:

- the flooring underneath the shelving in the food storeroom
- cobwebs were seen to high areas in the food storeroom
- the condenser to the walk in fridge
- the fans to the condenser in the meat walk in fridge
- the pipework to the wash hand basin in the bake-off
- the light switch in the bake-off
- the flooring around the cardboard crusher

### 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:

- around the top of the ice cream freezer
- the bottom of the interior of the display chest freezer storing chicken nuggets

## Maintenance

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

- the black and red tape on the stairs was loose
- 2 fluorescent lights were not working in the storeroom
- the corner to the coving was missing in the walk in fridge
- 2 fluorescent lights were not working in the walk in meat fridge
- damage to the bottom of the exterior door to the walk in meat fridge
- the walls were badly marked in the meat department

## **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. There are some minor contraventions which require your attention.

**(Score 5)**

## Food Hazard Identification and Control

**Contravention** The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- storing raw foods next to a ready-to-eat foods

## Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

## Training

**Observation** I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available.

## Allergens

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