



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	Premier Convenience Store
Address of food business:	85 - 87 Cadge Road, Norwich,NR5 8DF
Date of Inspection:	19/06/2017
Risk Rating Reference	17/00359/FOOD
Premises Reference	02820/0085/0/000
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Type of Premises:	Convenience Store
Areas Inspected:	Storeroom, Shop floor
Records Examined:	FSMS, Cleaning schedule, Temperature control records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Convenience Store 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 3 - a generally satisfactory standard



### **1. Food Hygiene and Safety**

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.  
**(Score 10)**

#### **Contamination risks**

**Contravention** The following exposed food to the general risk of cross-contamination with bacteria or allergens:

- cleaning chemicals were being stored next to the slush puppy syrup in the rear storeroom

**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 foods i.e bacon and sausages were stored next to ready-to-eat foods i.e smoked pork sausages and olive spread,
- raw foods i.e bacon - being stored next to ready-to-eat foods i.e pineapple segments.

Although packaged this could cause a risk of contamination

**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.

**Legal Requirement** Visitors to rooms where food is handled are required to achieve the same standard of hygiene as food handlers. Provide additional white coats/aprons for visitors

### Hand-washing

**Contravention** The following evidence indicated hand-washing was not suitably managed:

- There was no hygienic hand drying facilities to the wash hand basin in the storeroom

### 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

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

## **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 shelving in the rear storeroom
- the interior of the door surround in the walk-in fridge
- the flooring under the electric heater near the rear storeroom
- the shelf where the nappies are stored in the store
- the flooring under the shelves throughout the store
- the electric socket next to the electric heater
- the flooring to the rear storeroom
- staining to the ceiling above where the toothpaste is stored
- the flooring behind the counter

Contravention Touch points are dirty.. thoroughly clean and maintain in a clean condition all touch points, for example, light switches, telephones, door handles, taps and handles, to minimise the risk of cross contamination. It is good practice to use a sanitiser in order to minimise the build-up of bacteria

### 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:

- the interior bottom of the ice cream freezer

### Maintenance

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

- damage to the bottom shelf of the drinks fridge
- damage to the bottom shelf to soft drinks fridge
- holes to the ceiling
- the walls in the storeroom were of bare brickwork, you need to seal/treat/paint the walls to leave a smooth impervious surface that can be easily cleaned

### Facilities and Structural provision

**Contravention** The door was ill fitting allowing pests access to the premises. The door or frame must be adapted to prevent access

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Some minor issues were identified relating to staff supervision and training. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

#### 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 ready-to-eat foods
- storing cleaning chemicals next to foods i.e the slush puppy syrup

#### Proving Your Arrangements are Working Well

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

- more information is needed in your cleaning schedule, i.e items to clean, which chemicals are used to clean items and describing the methods as to how you clean each item

#### 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

**Guidance** Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastro-intestinal illness stay away from work until symptom-free for 48 hours.

#### Allergens

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