



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	City Road Convenience Store
Address of food business:	96 City Road Norwich NR1 2HG
Date of Inspection:	25/08/2017
Risk Rating Reference	17/00494/FOOD
Premises Reference	14/00192/FD_HS
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Type of Premises:	Convenience Store
Areas Inspected:	None
Records Examined:	SFBB
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Small retailer 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 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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

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

**Observation** Contamination risks were controlled.

**Recommendation** Ensure all food products are stored away from the floor - even if they are in cardboard or plastic packaging, the packaging should be displayed on shelves and not placed directly on the floor.

#### Hand-washing

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

- Hot water boiler repaired but switched off, we switched it back on and waited the duration of the visit, but the water did not heat up. Hot water for cleaning through boiling kettle.

**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.

### 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. Record your temperatures in the SFBB diary instead of on a separate sheet of paper.

## **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 could not be effectively cleaned and must be covered or made non-absorbent:

- Concrete floor at rear door of shop - needs covering with plastic.
- Some flaking paint on walls in rear area of shop - repaint.
- Any wood should be covered or painted to enable you to clean it.

### Cleaning of Equipment and Food Contact Surfaces

### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

### Facilities and Structural provision

**Contravention** The following facilities were inadequate or absent and must be provided or improved:

- Hot water not currently working - despite boiler repair - you stated you were using the kettle to boil water for cleaning.

## **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

### 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:

- Cleaning schedule needs to be completed.

#### Waste Food and other Refuse

**Observation** You are returning cardboard and plastic to Bookers on a daily basis for recycling.

**Observation** Ensure you keep the rear yard tidy, sweep regularly and keep rubbish stored tidily until it is returned to be recycled. Do not leave dented or damaged drinks can laying around the rear yard. Dispose of unwanted items.

#### 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.

#### Matters of evident concern

**Observation** I have checked the shop door - it has a slow closer on.