

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	International Food
Address of food business:	5 Hall Road, Norwich, NR1 3HQ
Date of Inspection:	02/10/2017
Risk Rating Reference:	17/00615/FOOD
Premises Reference:	15/00319/FD_HS
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Type of Premises:	Convenience Store
Areas Inspected:	Storeroom, External store, Yard, Shop floor
Records Examined:	SFBB, Cleaning schedule, Temperature control records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business:	Retail shop

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

Your Food Hygiene Rating is 4 - a good 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 or its physical contamination with dirt or foreign objects or chemical contamination:

- You are storing reduced food items in a box on the floor besides the fridge. Some of these items should be stored within the fridge between a temperature of 0°C to 8°C. On the day of my visit the shop was very cold and the products were within temperature range, however, it is not acceptable to store chilled foods outside of chilled storage. Ensure any foods which must be kept in temperature control, are stored in a suitable manner/equipment.

Hand-washing

Observation Hand washing was managed well and the wash hand basins were well stocked with hand cleaning material.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- You were displaying foods which should be kept in chilled storage in a box besides the fridge, ensure any items which require to be kept chilled are kept within the chilled display unit.

Unfit food

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday. You are selling open pastry products and cheese - ensure these items are not contaminated by customer contact.

I noticed your rubbish bin was filled with out of date product, keep the lid closed to avoid attracting pests.

Legal Requirement Ensure foods which have passed their "use by" dates are disposed of by the end of the working day the date finishes. For example use by 26/09/17 must be disposed of at close of business on 26/09/17.

Observation Foods which were reduced with a short shelf life were stored out of chilled storage - these foods must be kept at a temperature below 8°C. Create a space in the chilled unit to ensure these foods are stored at the correct temperature.

Poor Practices

Guidance It is an offence to sell food which is not of the nature, substance or quality demanded by the consumer. Food sold passed its 'best before' date could be of a reduced quality so you must check it is OK before you sell it. You must also inform your customers the product is passed its 'best before'.

Observation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- Foods which required to be kept between 0 to 8 degrees centigrade must be kept in cold storage.

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:

- above the till there is a hole in the wall where the plaster is falling out - fill hole and paint
- hole in ceiling above the freezer, in rear shop area
- hole in wall behind the till area
- above the freezer in the rear room there is a hole in the ceiling - fill hole and paint
- above the shelves on the left hand side of the rear room - the electric conduit has come away from the wall and the cables are exposed - repair and cover the cables to create an area which can be cleaned.

Information Different sanitisers require different contact times to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively.

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

Observation The premises was being kept very clean.

Cleaning of Equipment and Food Contact Surfaces

Observation The equipment was being kept very clean.

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.

Observation The standard of cleaning and organisation within the shop was high.

Maintenance

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

- ceiling - hole by till
- fill and seal the holes in the walls and ceiling within the shop.
- wall - hole above freezer

Facilities and Structural provision

Observation I was pleased to see that adequate facilities had been provided.

Pest Control

Contravention The rear shop door was left open allowing pests access to the premises. The door should be kept closed to prevent access.

Legal Requirement The rear door was held open with boxes of drinks - there was no pest control established and no routine checks for pests.

Either keep the door closed or fit fly strips or plastic strip curtains to prevent pest access.

Close the lid to the bin to discourage pests being attracted to the premises.

Tidy the rear yard, cut back grass and weeds to prevent providing a home or shelter to the pests.

Observation The rear door was left open and the garden was over grown, this could provide an attraction to pests.

Your bin contained many food items and was full to the top, the lid was left open, this may attract pests. Do not sell or display food products which have passed their use by date, I suspect the bin lid was open as you quickly disposed of these food items on my arrival.

3. Confidence in Management

A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

Type of Food Safety Management System Required

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 However, do make sure staff have access to it at all times when working.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

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.

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

Observation Ensure were you are selling open foods you provide correct allergy information in a visible location on or beside the area the food is displayed.

Health and Safety

Matters of evident concern

Contravention The following matters were of immediate concern:

- The shop was very cold, the guidance for minimum working temperature is 16 degrees centigrade, below this temperature you should provide suitable protective clothing to staff.