



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	Norfolk News
Address of food business:	3 Surrey Street, Norwich, NR1 3NX
Date of Inspection:	23/10/2017
Risk Rating Reference:	17/00662/FOOD
Premises Reference:	16290/0003/0/000
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Type of Premises:	CHECK - Premises requiring review
Areas Inspected:	Storeroom, Shop floor, Dry store
Records Examined:	FSMS, Cleaning schedule, Temperature control records, Pest control report
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business:	Small retail shop selling hot drinks

**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 4 - a good standard



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

Food Hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

#### **Contamination risks**

**Observation** Contamination risks were controlled.

#### **Hand-washing**

**Observation** Hand washing was managed well and 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**

**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.

**Observation** Only hot drink take-away service.

#### Unfit food

**Observation** Sandwiches / pies on display are on sale and return policy.

## **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:

- Floor behind the counter.
- Area under shelving units.

Increase the frequency of cleaning behind the counter area and of the shelving units.

#### Cleaning of Equipment and Food Contact Surfaces

**Observation** No open foods available from this store.

## **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. Your records are appropriate and generally maintained but some deficiencies were identified. 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)**

#### 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](http://www.food.gov.uk/business-industry/caterers/sfbb). However, do make sure staff have access to it at all times when working.

#### Proving Your Arrangements are Working Well

**Contravention** The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- The daily diary and or four-weekly reviews

- Mr Patel was on holiday during my visit, his mother was covering during his holiday, I found the daily diary sheets, they have not been complete since 16 10 17.
- Ensure staff training is sufficient to enable them to maintain the record keeping in your absence.
- Record your fridge and freezer temperatures in your daily diary.

### Allergens

**Observation** No open food products.