



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Premier
Address of food business:	183 Drayton Road Norwich NR3 2PG
Date of inspection:	11/12/2017
Risk rating reference:	17/00746/FOOD
Premises reference:	05240/0183/0/000
Type of premises:	Convenience Store
Areas inspected:	Storeroom, Shop floor, Back of house
Records examined:	Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Convenience store supplying consumers in the local area.

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	-	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 1 – major improvement is necessary



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 food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- Scoops used for sweets are left inside the tubs with the handle in contact with the sweets. To prevent contamination to the sweets it would be better to keep the scoop outside of the tubs e.g. attached to a cord, or keep one tub empty to store the scoops.

Observation Packets of bacon were stored next to and in direct contact with tubs of margarine. Raw meat and ready to eat foods should be kept separate, this can be done by installing a divider.

Temperature Control

Observation I was pleased to see you were monitoring temperatures of chilled foods.

Unfit food

Observation I was pleased to see stock is rotated and out of date or damaged stock is removed from sale.

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. 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 items were dirty and require more frequent and thorough cleaning:

- shelving in the shop
- store room floor
- door to the store room

- scoops for the sweets should be washed/replaced daily

Maintenance

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

- sections of flooring in the shop are worn
- plastic shelving to the left of the pick and mix sweets was broken

Pest Control

Contravention Gap at the bottom of the external door to the store room could allow entry by pests e.g. rats, cockroaches etc. The door should be pest proofed, such as adding a strip to cover the gap.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. You have a varying track record. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention You do not have a documented food safety management system such as Safer Food Better Business (SFBB) retail pack or cleaning schedule in place. A copy of the pack and schedule can be downloaded from the Food Standards Agency website at www.food.gov.uk/business-industry/sfbb and should be fully completed.

Observation The assured advice with the Association of Convenience Stores identifies that the Safer Food Better Business retail pack should be in use at the premises, a cleaning schedule should be available and records of temperature monitoring and weekly checks for pests.

Observation I note that you were advised of the requirements to have a documented system such as Safer Food Better Business retail pack and to pest proof the external store room door, on your last inspection report.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met:

- Pest control is inadequate

Observation I was pleased to see that fridge and freezer temperatures are being monitored and recorded

Allergens

Contravention You do not have arrangements in place to inform consumers of the allergens present in foods sold loose e.g. pick and mix sweets.

Information You can provide this information by writing it down on a chalk board or chart, or staff can provide it verbally. Where the specific allergen information is not provided up front you must have a sign to indicate where this information can be obtained e.g. 'ask a member of staff'.

Recommendation Further information regarding allergens and what you need to do can be found at www.norwich.gov.uk/foodallergens