

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Xpress Stores
Address of food business:	219 Queens Road Norwich NR1 3AE
Date of inspection:	20/03/2018
Risk rating reference:	18/00351/FOOD
Premises reference:	06/00290/FD_HS
Type of premises:	Retail shop
Areas inspected:	All
Records examined:	FSMS, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Retail shop with chilled and frozen food storage. No food preparation.

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 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

Observation Contamination risks were controlled

Hand-washing

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

- no paper towels in staff WC to dry hands. You located a kitchen roll kept a short distance away in the store room. This needs to be kept in the staff WC.

Legal Requirement Wash hand basins must be provided with soap and hygienic hand drying facilities.

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.

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 in rear food and drinks storeroom
- wall/floor joints in staff WC
- wash hand basin in staff WC

Contravention The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- rear exit door was constructed using untreated wood. This needs to be sealed/treated to leave a smooth impervious surface that is easy to keep clean

Maintenance

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

- ill fitting and damaged ceiling tiles in staff WC and main shop area

Pest Control

Contravention The rear door was ill fitting and daylight could be seen around the frame. This gap may allow pests access to the premises. The door or frame must be adapted to prevent access

3. Confidence in Management

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

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:

- when checking your temperature records there were missing readings for fridge temperature checks for the last two weeks. You informed me they had been done but a staff member had not transferred them into your records. When checked, I found fridge temperatures were operating to legal requirements.

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.