



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Hari Newsagents
Address of food business:	141 Colman Road Norwich NR4 7HA
Date of inspection:	07/06/2018
Risk rating reference:	18/00711/FOOD
Premises reference:	13/00035/FD_HS
Type of premises:	Retail shop
Areas inspected:	All
Records examined:	None
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 3 - a generally satisfactory 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 means to dry hands in staff WC. Toilet paper is not suitable as means to dry hands for staff

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:

- ground floor staff WC was very dirty and requires a thorough deep clean.
- walls, floor and ceiling in staff WC.
- piping in staff WC.
- cobwebs to walls, floor and ceiling in staff WC.

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

- bare chipboard shelving in all store rooms. You need to seal/treat the chipboard shelving 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:

- the toilet seat was damaged and was on the floor in the ground floor staff WC. You need to either fix, or replace and install a replacement toilet seat.
- damaged laminate and lino flooring in main shop area. There were gaps to laminate floor creating dirt traps.

Facilities and Structural provision

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

- gaps under rear door into area where you store bottled foods and packaged foods. You need to pest proof the rear door.

Pest Control

Contravention The rear door was ill fitting allowing pests access to the premises. The door or frame must be adapted to prevent access:

Recommendation I recommend that you have a pest control contract as you informed me you no longer have one. You must therefore be vigilant in checking for signs of pests i.e. rodent activity such as droppings when cleaning and replacing stock throughout the day.

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. You have a satisfactory track record. 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

Contravention You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Although your business is low risk you still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and hand over diary etc.:

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Infection Control / Sickness / Exclusion Policy

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