



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Greggs
Address of food business:	50 London Street Norwich NR2 1LA
Date of inspection:	06/08/2018
Risk rating reference:	18/00816/FOOD
Premises reference:	10300/0050/0/000
Type of premises:	Bakers shop - retail
Areas inspected:	Main Kitchen, Storeroom
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:	Bakery/cafe

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
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Your Food Hygiene Rating is 5 - a very 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 I was pleased to see that 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.

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 were dirty and require more frequent and thorough cleaning:

- flooring to the walk-in freezer
- flooring and the surrounding area to the Mono ovens
- flooring underneath the Fosters upright freezer
- filter above the Mono ovens
- edges to the steps on the stairs
- ceiling above the walk-in freezer

Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- seals to the Fosters fridge
- wheels to the under counter Fosters fridge
- seals to the Fosters milk fridge
- interior to the Fosters upright freezer
- underneath the towel dispenser
- bin

Observation You had dedicated equipment for the preparation of raw and ready-to-eat foods.

Observation You had colour-coded equipment on which to prepare food.

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. 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)**

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier.

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.