



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Lidl
Address of food business:	295 Aylsham Road Norwich NR3 2RY
Date of inspection:	15/08/2018
Risk rating reference:	18/00832/FOOD
Premises reference:	18/00045/FD_HS
Type of premises:	Retail shop
Areas inspected:	Storeroom, Shop floor
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:	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 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

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:

- raw foods i.e bacon was being stored next to and above ready-to-eat foods i.e cooked ham and garlic sausage. I was pleased to see that these were moved in my presence
- an open bag of flour was seen on the shop floor

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Hand-washing

Observation Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

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.

Unfit food

Observation I was pleased to see that food returns were kept separate

Poor Practices

Observation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- chemicals were being stored next to food grade bags
- dented cans were seen on the shelves
- empty packaging was seen to the shop floor - this could cause a tripping hazard

Recommendation I recommend that aprons are worn in the bake off

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:

- flooring to the walk-in freezer
- flooring leading to the walk-in fridge
- flooring around the cardboard compactor
- crumbs to the shelf next to the wash hand basin storing bags in the bake off

- flooring underneath the sinks in the bake off
- flooring behind the ovens in the bake off as bread rolls were seen
- Flooring in storeroom had spilt orange cordial to it

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:

- around top interior rim to the ABP freezer
- interior bottom to the chest freezer storing 'while stocks last'
- around top rim interior to the freezer storing potato waffles
- interior to the chest freezer storing green beans
- interior to the chest freezer storing chicken nuggets and dippers

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was generally kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

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

- door to the meat fridge was missing
- broken door to the freezer. However you informed me that these had been logged to maintenance and you were awaiting repairs

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. There are some minor contraventions which require your attention.
(Score 5)

Hazard ID and ctrl.

Pre-requisite standards met

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- Cleaning and sanitation are poor. You need to pay more attention to the cleaning

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.

Training

Observation I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available.

Allergens

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