



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	City Convenience Store
Address of food business:	119 - 121 Magdalen Street Norwich NR3 1LN
Date of inspection:	12/09/2018
Risk rating reference:	18/00869/FOOD
Premises reference:	04/00114/FD_HS
Type of premises:	Convenience Store
Areas inspected:	Shop floor
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	retail shop selling prepacked goods

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. **(Score 5)**

Observation You do not sell open foods. All goods are pre-packed and the majority do not require chilled storage to keep them safe. You have a portable thermometer and are routinely checking the air temperature of the display chillers. All foods in the chillers were being held at temperatures significantly less than 8°C.

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:

- the shelving throughout the shop
- the walls and floor behind and under display chillers and shelving units

Maintenance

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

- the broken tiles to the sloped section of floor to the right aisle in the shop

Pest Control

Observation A deep clean of the hard to access areas under shelving and behind chillers etc and the regular cleaning thereafter will help you to detect if there is a pest problem on your premises.

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. 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 daily diary in which you record any problems and when deep cleans (extra checks) are carried out.

4. Health and Safety

Matter of evident concern: It was noted that at the top of the sloped section of the floor in the right hand aisle there is an unmarked drop which poses a risk to your customers. It is recommended that you highlight this exposed edge.