



Public Protection (food & safety)

Food Premises Inspection Report

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|----------------------------------|--|
| Name of business: | Hannant's Newsagents |
| Address of food business: | 61 Magdalen Street Norwich NR3 1AA |
| Date of inspection: | 18/09/2018 |
| Risk rating reference: | 18/00891/FOOD |
| Premises reference: | 18/00074/FD_HS |
| Type of premises: | Convenience Store |
| Areas inspected: | All |
| Records examined: | SFBB, Temperature control records |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Convenience Store |

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 generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

Contamination risks

Observation I was pleased to see that contamination risks were controlled.

Hand-washing

Observation There was no hot water to the rear sink. However a staff member informed me that you were aware of this and were addressing the issue, in the meantime you had provided a kettle for hot water. However this should only be a temporary measure.(This is mentioned later in the report.)

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

- 2 packets of smoky bacon crisps were beyond their 'best before' date of 25/8
- 7 packets of pickled onion monster munch were beyond their 'best before' date of 8/9
- 1 packet of hula hoops were beyond their 'best before' date of 4/8
- Oat so simple were beyond their 'best before' date of 11/8
- 2 packets of Colman's Chilli con carne were beyond their 'best before' date of 6/18
- 3 packets of Colmans shepherds pie mix were beyond their 'best before' date of 7/18
- 9 packets of Colmans white sauce mix were beyond their 'best before' date of 1/18
- 3 packets of Cheddar cheese sauce mix were beyond their 'best before' date of 7/18
- 8 tubs of Bisto chicken gravy granules were beyond their 'best before' date of 6/18
- 7 packets of dried lasagne were beyond their 'best before' date of 6/18

Guidance It is an offence to sell food which is not of the nature, substance or quality demanded by the consumer. Food sold passed its 'best before' date could be of a reduced quality so you must check it is OK before you sell it. You must also inform your customers the product is passed its 'best before' date.

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:

- shelving throughout the premises

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:

- shelf to the display chiller where the milk is stored
- tops to the stock on the shelves were very dusty
- runner to the door to the ice-cream freezer

Maintenance

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

- damp walls to the WC. However I was informed that these are due to be re decorated in the near future

Facilities and Structural provision

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

- no hot water to the sink

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. You are progressing towards a written food safety management system. 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

Information As you are a new business you have been given the benefit of the doubt despite your food safety management system not fully complying with the law. You must act on this now as your hygiene rating score will be reduced to a maximum of 1 if there is a similar situational at the next visit.

Recommendation Choose 'Safer Food Better Business' (SFBB) for Retailers as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

Recommendation You can buy a printed copy of Safer Food Better Business or a diary refill pack from Coventry City Council use the link on www.norwich.gov.uk/sfbb

Recommendation I recommend you purchase a new SFBB for retailers pack as the one that you are currently using is very old with a lot of the relevant sections for your business missing.

Food Hazard Identification and Control

Contravention The Safe Methods in your Safer Food Better Business (SFBB) pack are intended to show you have identified the hazards to food and what you must do to

control them. The following Safe Methods were either missing from your SFBB pack or had not been completed appropriately:

- Cross-contamination
- Cleaning
- Chilling

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- The daily diary and or four-weekly reviews
- The cleaning schedule
- Your Suppliers and/or Contacts lists
- Staff training records

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.

Infection Control / Sickness / Exclusion Policy

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

Allergens

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