



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	At Your Convenience
Address of food business:	55 Earlham Road Norwich NR2 3AD
Date of inspection:	25/09/2018
Risk rating reference:	18/00910/FOOD
Premises reference:	12/00028/FD_HS
Type of premises:	Convenience Store
Areas inspected:	All
Records examined:	None
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

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:

- packs raw bacon were displayed next to packs of ready to eat foods in the chiller. Please display/store separately.

Hand-washing

Contravention The following evidence indicated hand-washing was not suitably managed:

- no towel at was available at the wash hand basin
- hot water would not run to the wash hand basin. (It was noted that hot water was available to the sink in the lobby.)

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- no checks are made of the temperature of high risk foods arriving at your business. You should start to do this.

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at most points critical to food safety and that you were diligently monitoring temperatures of food stored at your business.

Recommendation Do not just use the digital readout on equipment for monitoring temperatures as these can be unreliable. It is recommended you use a independent thermometer, left in each unit.

Unfit food

Observation You appear to be aware regarding good stock rotation procedures, and use by/best before dates.

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:

- WC and WC cubicle
- lobby area floor and walls
- high level cobwebs in the premises generally
- hand contact surfaces like light switches.

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

- WC wall damp. Please investigate and remedy this. Redecorate as necessary.

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

Recommendation Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

Maintenance

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

- light to store not working
- WC cistern broken and handle missing. This requires replacement.
- lobby has rot to door frame base
- paint peeling to WC and lobby walls

Pest Control

Contravention The door was ill fitting allowing pests access to the premises. The door or frame must be adapted to prevent access. There was a gap to the sides of the front roller door, but also a gap beneath the wooden front doors located inside the roller. These areas require pest proofing.

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

Contravention You currently do not have a food safety management system. 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 handover diary etc.

Recommendation Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

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

Food Hazard Identification and Control

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

- Cleaning and sanitation are poor
- Pest control is inadequate.

Traceability

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

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

Contravention The following evidence indicated there was a staff training need:

- not fully aware of critical temperatures
- no evidence of any training available

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

Infection Control / Sickness / Exclusion Policy

Contravention The following evidence suggested there was insufficient control over the potential contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastrointestinal illness. You were unaware of the correct length of time to stay off work if suffering sickness and diarrhoea.

Guidance Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

Allergens

Observation All food sold is pre packed.