

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	The Green Grocers
Address of food business:	2 - 4 Earlham House Shops Earlham Road Norwich NR2 3PD
Date of inspection:	05/12/2018
Risk rating reference:	18/01072/FOOD
Premises reference:	09/00098/FD_HS
Type of premises:	Retail shop with Cafe
Areas inspected:	Shop floor, Main Kitchen, Storeroom
Records examined:	SFBB, Cleaning schedule, Temperature control records, Pest control report, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Retail Food outlet and 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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	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 practices exposed food to the general risk of cross-contamination with dirt and or bacteria::

- open 'Medjool' dates displayed for sale were in contact with plastic bags of raw greens in vegetable area of shop
- dust laden cobwebs to sky light shafts in wash-up area above vegetable/salad preparation bench
- It was noted that the bare wood to the shelving in the bar area had rough surfaces. Clean glasses are stored on this surface which cannot be easily cleaned.
- Open cakes and pastires are displayed for self service in the cafe.
- open quiche and pizza are displayed in the shop window for self service

**Recommendation** Improve the surface finish to the shelving in the bar area, ensuring it is impervious and easy to clean.

Provide suitable protection to the cakes on display to reduce likelihood of physical contamination

### Temperature control

**Observation** All fridges and freezers were holding foods at the required temperature. Milk used for coffees was being stored outside temperature control. Ensure that if not used within 4 hours it is returned to the fridge and used directly from there.

**Contravention** Quiche were being stored uncovered in the shop window. These are a high risk product and should be stored under temperature control.

It was noted that any unsold quiche are placed in the chiller at the end of the day to be sold from the chiller. No records are kept to support the 4 hour rule being used.

### Hand-washing

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

- the hand wash basin was being used to rinse dirty utensils (vegetable matter in sink and member of staff seen doing this)

Ensure that the hand wash basin is only used for hand washing.

### Good Practices

**Observation** it was noted that you have a separate sink for the washing of vegetables

## **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 and equipment

**Contravention** The following structural items were dirty and require more frequent and thorough cleaning:

- flooring particularly under equipment and around legs of fixed units and in corners of kitchen
- ceiling and high level surfaces (ducting, ledges, skylights)
- wall/ceiling etc near toaster
- wheels to equipment
- taps to hand wash basin
- hand wash basin
- external surfaces of pizza oven
- can opener

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

- bare rough sawn timber in bar area
- exposed bare wood beneath tiles to wall above servery counter
- upper surfaces of canopy (and ceiling above) due to restricted space (It was noted that you are proposing to enclose this space)

### Maintenance

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

- holes in flooring in front of juicing machine and in kitchen
- hole in metal cladding to wall
- loose socket to wall in wash-up area
- ill-fitting metal corner protection near hand wash basin
- loose wall tiles beneath hand wash basin
- partially enclosed electrical fuse box etc

### Facilities and Structural provision

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

- Only one unisex toilet is available for customers. As there are in excess of 20 covers an additional toilet should be provided

**Recommendation** Additional toilets are provided to comply with the current Norwich City Council bylaws. Further provision may be required when you expand into the adjoining unit.

**Observation** It was noted that you intend expanding the cafe into the adjoining unit and increasing the catering facilities.

### **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

#### **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 in the catering part of the premises is poor.

#### **Proving Your Arrangements are Working Well**

**Contravention** You are not working to the following safe methods in your SFBB pack:

- The cleaning schedule is not being followed by staff.
- records to support the 4 hour rule for high risk products on display were not being kept

**Recommendation** Introduce regular internal audits to ensure that the cleaning rota is being followed and the standard of cleaning is to an acceptable level.

Introduce a procedure for recording the time quiche are put out on display, or, after initial cooling place directly into chilled display.

#### **Stock Control**

**Recommendation** Extend your labelling system to include the containers of decanted foods in the stock room by applying the 'date of opening' and the 'best before date' from the original sack/box.

**Observation** You have good stock control systems in place for monitoring use-by and best before dates throughout the shop and cafe.

#### **Staff Training**

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

- The standard of cleaning in the catering unit was poor
- Staff were using the hand wash basin for washing utensils

Ensure that staff are properly trained on your procedures as identified in the Safer Food Better Business pack which forms your food safety management system.

**Recommendation** A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)