

Public Protection (food & safety)**Food Premises Inspection Report**

Name of business:	Magdalen Road Convenience Store
Address of food business:	128 Magdalen Road Norwich NR3 4AN
Date of inspection:	31/01/2019
Risk rating reference:	19/00072/FOOD
Premises reference:	11/00304/FD_HS
Type of premises:	Convenience Store
Areas inspected:	Front of house, Back of house, Shop floor
Records examined:	None
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
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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)**

Hand-washing

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

- The wash hand basin was difficult to access due to storage of stock on floor in the room leading to it.
- The wash hand basin was dirty

2. Structure and Cleaning

The structure, facilities, cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are satisfactory. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

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

- Wash hand basin
- High level cleaning

Cleaning of Equipment and Food Contact Surfaces

1. **Contravention:** The following items were dirty and require more frequent and thorough cleaning:
 - Freezers need more cleaning underneath sliding doors and need defrosting

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was 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 had not been suitably maintained and must be repaired or replaced:

- Step to upstairs area and wood around door frame
- Wall near entrance to business

Pest Control

Recommendation Get a pest control contract

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. You do not currently have a written food safety management system, but have been given the benefit of the doubt as new food business operators, however one must be implemented for your next inspection or your score may be significantly affected. The contraventions require your attention; although not critical to food safety they may become so if not addressed.

Type of Food Safety Management System Required

Contravention You are a low risk business and 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. 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 hand-over diary etc:

- You are a new food business, so you will be given the benefit of the doubt for not currently having a written food safety management system, but you must implement one e.g Safer Food, Better Business for retailers. I will visit again in 4-6 weeks to see if you have implemented one

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.

Food Hazard Identification and Control

Contravention Your food safety management system is not adequate in its scope and/or is not sufficiently detailed. Ensure your food safety management system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters::

- Please implement a food safety management system

Proving Your Arrangements are Working Well

Contravention The following matters are needed in order to demonstrate your food safety management system is working as it should:

- You must create and implement a written food safety management system

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern:

- No handrail to stairs leading to upstairs storage area and wash hand basin. This contravenes the Workplace (Health, Safety & Welfare) Regulations 1992 regulation 12, paragraph 5. I will be checking to ensure a handrail is put in place when I revisit the business. Failure to take steps to put in a handrail may result in the service of a statutory notice.