



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Woodcock Road Convenience Store
Address of food business:	55 Woodcock Road Norwich NR3 3TH
Date of inspection:	29/11/2018
Risk rating reference:	19/00074/FOOD
Premises reference:	12/00236/FD_HS
Type of premises:	Retail shop
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

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)

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 or chemical contamination:

- food was being stored on the floor in the store room.

Legal Requirement To further improve food hygiene safety I would suggest the following:

- store all food products off the floor to minimise the risk of contamination.

This was mentioned in the last report.

Hand-washing

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

- there was no soap or hygienic hand drying facilities at the wash hand basin

This was mentioned in your last report.

Legal Requirement Wash hand basins must be provided with soap and hygienic hand drying facilities.

Recommendation For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

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 Equipment and Food Contact Surfaces

Contravention The following surfaces or equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- freezers and seals
- the wash hand basin

Cleaning of Structure

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

- floor behind the counter
- floor in the store room

Legal Requirement The floor covering was not suitable for use in a room where food is stored. The floor covering must be replaced with one that is impervious, non-absorbent, washable and of non-toxic material.

Pest Control

Contravention At the time of inspection it was noted that there was a gap near the pipe under the sink in the store room.

Legal Requirement Gaps and holes to external doors or pipes must be filled or covered with a solid, durable material in order to minimise pest entry points into food storage areas.

This was mentioned in the your report

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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 handover diary etc.

Legal requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food
- Identify the critical points at which control is essential
- Establish critical limits (what is acceptable and unacceptable)
- Monitor critical control points to ensure critical limits are met
- Keep appropriate records to demonstrate control measures are effective

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

Information If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website: www.food.gov.uk/business-industry/caterers/sfbb However, do make sure staff have access to it at all times when working.

