



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Hotblack Store
Address of food business:	71 Hotblack Road Norwich NR2 4HQ
Date of inspection:	05/02/2019
Risk rating reference:	19/00084/FOOD
Premises reference:	11/00048/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:	Retailer

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 1 - major improvement is necessary



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)

Hand-washing

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

- no means for hygienically drying hands was available

Temperature Control

Contravention You were not monitoring the temperature of the fridges and freezer which contained high risk foods. You had no means of monitoring temperatures.

Recommendation Provide an independent thermometer in each piece of equipment. Monitor temperatures at least daily, as part of the opening and closing checks that will be part of your Retail pack.

Unfit food

Observation You appeared aware of use by and 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 items were dirty and require more frequent and thorough cleaning::

- wash hand basin
- light switch
- electrical ducting boxing in store.

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

- cardboard layed all over the store room carpet. (This is also a fire risk.)
- rough uneven walls in the store. The loose plaster requires repair. Also repair the ceiling in the same location, where there appears to have been a leak.
- store room floor as covered in carpet.

Recommendation Remove the several layers of cardboard in the WC lobby area. Beneath is a washable floor. This cardboard does not allow ease of cleaning.

Maintenance

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

- shop floor tiles holed, cracked and damaged. Replace/repair as necessary.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved::

- there is no sink available in the premises. This should be available for allowing cleaning of the premises. Under Health and Safety legislation you would also need this for welfare if you employed staff. At the current time you live above, and no staff except family work in the business. Therefore we agreed you will use the sink in your flat. However should this change you will need to provide a sink.

Pest Control

Contravention The front door had a gap beneath meaning it was not vermin proof. Please proof.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

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.

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.

Recommendation That you use the Food Standards Agency pack Safer Food Better Business for Retailers. As discussed you may be able to buy this from Amazon, or download the pack from the website www.food.gov.uk
Please obtain the pack, complete and start using.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and this means that your food safety management system will be ineffective::

- Cleaning and sanitation are poor

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria growing on food

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 indicates there is a staff training need::

- Staff did not know the critical temperature for storing chilled foods.

Observation I was advised that you had done Level 2 Food Hygiene Training several years ago, but no certificate was available.

Infection Control / Sickness / Exclusion Policy

Contravention There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastrointestinal illness::

- you were not aware of the correct time to stay off work if ill.

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 You had identified the presence of allergens in your non-prepacked food, as all items are pre packed.

HEALTH, SAFETY AND WELFARE

Electrical Safety

Contravention The following matters indicated that the fixed electrical system had not been constructed and/or maintained so as to prevent, as far as reasonably practicable, danger.:

- overhead light in WC requires correctly fixing to the ceiling by a competent person.

