



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Premier Convenience Store
Address of food business:	85 - 87 Cadge Road Norwich NR5 8DF
Date of inspection:	27/02/2019
Risk rating reference:	19/00159/FOOD
Premises reference:	18/00229/FD_HS
Type of premises:	Convenience Store
Areas inspected:	All
Records examined:	Temperature control records, Pest control report, Training certificates / records
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 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)**

Contamination risks

Contravention The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables::

- raw and ready to eat packaged food directly next to each other in the display chiller.

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Hand-washing

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

- there was no hot water to the wash hand basin. This was then switched on. You advised you have not been keeping this on as it relies upon the boiler/heating running permanently. You should investigate this, but must ensure hot water is always available. You bake off pastries.

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

Information Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand washing should include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness::

- not wearing suitable protective clothing when handling open foods.

Legal Requirement You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food

handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

Legal Requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

Recommendation To further improve personal hygiene I suggest:

- protective clothing must be worn by those baking off and handling open foods.

Temperature Control

Legal Requirement Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

Information All food products should be stored in accordance with the manufacturer instructions. For example sauces were being stored at room temperature when the manufacturer instruction is that they should be refrigerated once open.

Guidance It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

Recommendation Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature.

Observation You were aware of critical fridge, freezer, cook and hot hold temperatures. These are checked and records are kept.

Poor Practices

Contravention The following matters represented poor practice and do not help the premises to be kept clean:

- stock on floor and under the stairs. (Recommend stock be stored on shelving or pallets.)
- large amounts of cardboard had accumulated. (Try and remove this immediately.)

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the

premises. Improvements are needed in hand and/or equipment washing facilities. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

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

- floor/ wall junctions in store
- recessed area of store room floor discovered beneath pallet
- upper walls.

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

- wall where bare brickwork /old window in preparation Kitchen
- carpeted floor in Storeroom (However there are other matters that must be addressed first.)
- peeling paint to store walls
- worn woodwork.

Information Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively.

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Recommendation Improve your housekeeping .

Recommendation Remove redundant items and equipment from food rooms.

Recommendation That the stock room bare rough brick walls and artex ceiling be upgraded. They are currently of a minimal standard, although only low risk wrapped items are stored here.

Cleaning Chemicals / Materials / Equipment and Methods

Guidance Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

Guidance Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697; or other standards that meet the same conditions and requirements.

Maintenance

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

- the back of house areas generally were in poor condition.

Facilities and Structural provision

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

- the lighting was insufficient for safe food preparation and cleaning. The lights were not working in the bake off Kitchen, and Store.

Legal Requirement All areas where food is stored or handled must have lighting of sufficient intensity to allow safe food preparation and thorough cleaning.

Recommendation A plastic diffuser cover is recommended on all fluorescent strip lighting. These can be removed for cleaning and will help contain glass fragments in the event of a breakage

Pest Control

Legal Requirement The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

Guidance Keep the outside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation.

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises at the time of inspection. However you are still in the process of carrying out works outlined at the time of a previous problem. These include repairs to the flat roof. It is essential these works are done, as they may allow pest access into the building again if not done.

Contravention The following areas of your premises were not pest proof and must be repaired/made pest proof:

- gap beneath rear doors-ideally provide brush strip at base of door
- several wall air vents in Store which are missing internal mesh covers
- gaps in bricked up wall area in Kitchen.

3. Confidence in Management

There is major non-compliance with legal requirements. You had already received an advisory visit and written advice about how to make your business more compliant a few months ago. 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 do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.

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.

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 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.

Legal Requirement 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/retailers/sfbb

Observation You are keeping temperature records, but these on their own are insufficient.

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::

- Maintenance is poor
- The premises structure is unsuitable
- The premises is not pest proof.

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

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

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

Observation I was pleased to be advised that a couple of key staff had done level 2 training. It is recommended that certificates be available for inspection.

Infection Control / Sickness / Exclusion Policy

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.

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

HEALTH, SAFETY AND WELFARE

Electrical Safety

Information It is important to get your appliances regularly serviced to make sure they are working efficiently and safely. You need to look at your portable appliances regularly for signs of wear and tear, for example exposed inner cables, loose wires and broken sockets. You may wish to have additional assurance from a portable appliance test by a qualified person who can tell you if the parts you can't see have become faulty.

Information The fixed electrical system (wiring in the walls and the fuse box) should be inspected by a competent person at a frequency which ensures their safety. This is usually every 5 years .

Recommendation As a matter of urgency arrange for an inspection to be carried out by a competent person who will ensure any portable electrical appliance or fixed electrical system is working safely .