



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Co-op Foodstore
Address of food business:	Norwich Railway Station Station Approach Norwich NR1 1EF
Date of inspection:	05/03/2019
Risk rating reference:	19/00166/FOOD
Premises reference:	07/00355/FD_HS
Type of premises:	Grocery/supermarket
Areas inspected:	Storeroom, Shop floor, Other
Records examined:	FSMS, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Supermarket

**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 Hygiene Rating Re-Scoring Visit

Date: 16/04/2019

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



**Observation** I was pleased to see the following:

- You had addressed most of the maintenance issues identified in the report.
- You had increased your number of bin collections so that overflowing waste was no longer an issue

## 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
Structure and Cleaning	0	5	10	15	20	25
Confidence in management & control systems	0	5	10	15	20	30

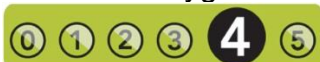
  

<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-

<b>Your Rating is</b>	5	4	3	2	1	0
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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)**

### Contamination risks

**Contravention** The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- Overflowing waste stored in dirty bins in walk in fridge with open food.

### Personal Hygiene

**Observation:** Staff member wearing PPE from bakery entered main store still wearing PPE indicating they had worn it across the station. To keep PPE clean and avoid contamination risks it should only be worn in the production area.

## **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:

- Around equipment feet
- Floor in stockroom.

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- Walk in freezer shelving
- Grills to fridges
- Nozzle to costa machine.

### Maintenance

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

- Missing ceiling tiles in storeroom
- Hand towel dispenser
- Floor wall junction.

## Pest Control

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises.

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

A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 5)**

## Type of Food Safety Management System Required

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

## Proving Your Arrangements are Working Well

**Contravention** The following are needed in order to demonstrate your food safety management system is working:

- Daily records
- Cleaning schedule should cover stock room
- Follow cleaning schedule.

## Waste Food and other Refuse

**Contravention** Waste was being allowed to accumulate to a point that the bins were overflowing. This is something that should have been identified and collections should be more frequent.

## Training

**Observation** I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

## Allergens

**Observation** You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.