



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	St John's News
Address of food business:	4 St Johns Close Norwich NR1 2AD
Date of inspection:	06/03/2019
Risk rating reference:	19/00171/FOOD
Premises reference:	15550/0004/0/000
Type of premises:	Newsagent
Areas inspected:	All
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 1 - major improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. You are failing to apply some of the controls needed to prevent cross-contamination. 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)**

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:

- Rodenticide stored next to chocolate
- Loose rodenticide all over food storage shelves in stock room. Food had been placed.

Hand-washing

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

- Wash hand basins were dirty
- No soap was available

Recommendation use paper towels for wash hand basin rather than a non-disposable towel

Poor Practices

Recommendation even prepackaged goods shouldn't be stored on the floor

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. There is evidence of pest activity or inadequate waste disposal provision. 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:

- Deep clean needed in stock room, particularly addressing the rodenticide.
- High level cleaning

Cleaning of Equipment and Food Contact Surfaces

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

- Hand contact surfaces
- Shelving in store room.
- Grills to fridges

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- Touch points were dirty (light switches, door handles etc)
- You informed me that you took over the business in January and that the previous owner had left the rodenticide. This would indicate that you have not cleaned the store room in the time you have run the business.

Maintenance

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

- Floor surfaces
- Splits or holes in flooring
- Broken windows
- Light covers

Pest Control

Contravention There is evidence of pest activity on the premises:

- Rodents (rat faeces found in stock room).

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

Legal Requirement Engage the services of a pest controller urgently.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. You were failing to apply your written food safety management system. Some staff not suitably supervised instructed and/or trained in food hygiene. 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 handover diary etc.: You need a more in depth written food safety management system such as Safer Food, Better Business for retailers or a similar system.

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
- Maintenance is poor
- Staff hygiene and training is inadequate
- Pest control is inadequate
- Storage, distribution and transport is poor

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

- Risk of contamination to food from not cleaning rat poison.

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:

- introduce 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 implement a food safety management system
- A cleaning schedule should be introduced

Training

Contravention The following evidence indicates there is a staff training need as food handlers::

- Used poor food storage practices
- Were not cleaning properly
- Did not understand the opening and closing checks

HEALTH, SAFETY AND WELFARE

Slips Trips and Falls

Contravention The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall:

- No wet floor signs available to indicate when the floor is wet