



Public Protection (food & safety)

Food Premises Inspection Report

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|----------------------------------|---|
| Name of business: | Brunswick General Stores |
| Address of food business: | 37 Brunswick Road Norwich NR2 2HA |
| Date of inspection: | 28/03/2019 |
| Risk rating reference: | 19/00301/FOOD |
| Premises reference: | 15/00318/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: | 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 |

Your Food Hygiene Rating is 3 - a generally satisfactory 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

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:

- no means for hygienically drying hands was available.

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 Hand washing is required:

- * before handling ready-to-eat food
- * after touching raw food and its packaging, including unwashed fruit and vegetables
- * after a break/smoking
- * after going to the toilet
- * after cleaning
- * after removing waste
- * after blowing your nose.

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.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Observation all fridge and freezers were checked and found to be at satisfactory temperatures.
You were aware of correct temperatures, and monitor these daily.

Recommendation Provide independent thermometers in each unit for monitoring.

Poor Practices

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

However it is an offence to sell food past its USE BY date.

Observation You regularly check dates, and appeared aware of best before and use by 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::

- stock room floor and light switches
- WC window area and floor
- shop floor behind and under equipment

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

- stock room wall partially formed out of stud work. This requires completion.
- two areas of the stock room wall had been blocked up. Bare breeze blocks and gaps require making good to form a basic easily cleanable finish.

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.

Cleaning of Equipment and Food Contact Surfaces

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

- top surrounds of shop freezers.
- base of sandwich chiller
-

Maintenance

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

- broken perspex and handle to door of beer chiller
- floor covering in store missing and uneven. This requires repair/replacement.
- peeling paint to WC ceiling
- bare unfinished plaster board to WC ceiling.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- light not working to store room. Please repair.
- no sink at all. Please provide sink attached to drainage, with a hot and cold water supply.
- no lobby between store and WC cubicle as has been removed. There must be a ventilated lobby between a WC and a food room.

Legal Requirement The facilities for washing food/equipment must be separate from the hand-washing facility.

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

Pest Control

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

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

Recommendation Employ the services of a pest controller.

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 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.

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

Information As you are a new business you have been given the benefit of the doubt despite your food safety management system not fully complying with the law. You must act on this now as your hygiene rating score will be reduced to a maximum of 1 if there is a similar situational at the next visit.

Recommendation Choose Safer Food Better Business as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

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.

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

Legal Requirement The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Training

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

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

Observation You had undertaken a Level 3 food hygiene course in a previous job.

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 gastro intestinal illness stay away from work until symptom-free for 48 hours.

Observation Staff seen were unaware of the correct time to stay off if unwell.

Allergens

Legal Requirement Food manufacturers must label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices you use will contain mustard which your customers will need to be made aware of.

Observation All food you sell is pre packed/ wrapped, and allergens identified.