



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Co-op Foodstore
Address of food business:	85 - 87 Lovelace Road Norwich NR4 7AE
Date of inspection:	02/05/2019
Risk rating reference:	19/00393/FOOD
Premises reference:	10430/0085/0/000
Type of premises:	Grocery/supermarket
Areas inspected:	Shop floor, Dry store, Other
Records examined:	FSMS
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: 25<sup>th</sup> September 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

- The cleaning company comes in more regularly and a cleaning scheduled in now on the wall
- All dates on high risk products are checked and recorded

**Contravention** the wall and floor where the bananas are stored needs repair. However you informed me that this is due to be reviewed during the next refurbishment

## 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					
	0	5	10	15	20	25
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
<b>Your Total score</b>	0 - 15	20	<b>25 - 30</b>	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	<b>10</b>	15	20	-
<b>Your Rating is</b>	5	4	<b>3</b>	2	1	0

Your Food Hygiene Rating is 3 - a generally satisfactory standard



## **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:

- The drainage to the wash hand basin was inadequate
- Wash hand basins were dirty
- No bin was available
- Informed sink used to wash hands is also used to clean slush machine and empty cleaning buckets. You must have designated handwash basin

### Personal Hygiene

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

### Unfit food

**Contravention** The following foods were past the USE BY date and were thrown away:

- Ham and Egg sandwich use by date 01/05/19

## **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:

- Behind and under equipment
- High level cleaning
- Cables and fittings on walls
- Flooring in corners

## Cleaning of Equipment and Food Contact Surfaces

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

- Fridge shelving
- Hand contact surfaces
- Grills to fridges
- Hooks and pipework in walk-in fridge

## Maintenance

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

- Soap and towel dispensers
- Plastic curtain to storeroom
- Seal to drinks fridge
- Cracked windows in store room

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

## 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:

- Maintenance recording
- Daily records
- Cleaning schedule
- Need to ensure you are following procedures in your food safety management system e.g doing stock checks rather than signing them off when they have not been done.

## 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

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

## Infection Control / Sickness / Exclusion Policy

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