

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Resource General Store
Address of food business:	21 Timberhill Norwich NR1 3JZ
Date of inspection:	06/06/2019
Risk rating reference:	19/00476/FOOD
Premises reference:	19/00130/FD_HS
Type of premises:	SOTD - in food hygiene rating scheme
Areas inspected:	Storeroom, Main Kitchen, Dry store, Cellar
Records examined:	SFBB, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	cafe & general store

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 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)**

Hand-washing

Observation I was pleased to see handwashing was well managed.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

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

- behind and under equipment (oven)
- mastic joints behind sinks
- your freezer was dirty and poorly maintained in the cellar. However you informed me you will move the food to a better located freezer.
- shelving underneath equipment sink

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

- MDF or chipboard shelves and untreated wooden shelf joists

Maintenance

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

- wall surfaces in upstairs storeroom

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

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. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Food Hazard Identification and Control

Contravention The following SAFE METHODS are not yet filled out in your Safer Food Better Business pack:

- Cross-contamination
- Cleaning
- Chilling
- Cooking

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- you need to fill in your SFBB pack,

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.

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern:

- If you wish to use the cellar in your day to day operations, you need to do everything reasonably practicable to ensure that access to the cellar is safe e.g ensuring the stairway remains lit and that the stairs have contrasting nosing.