



Public Protection (food & safety)

Food Premises Inspection Report

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|----------------------------------|---|
| Name of business: | Folland Organics |
| Address of food business: | Stall 30 Market Place Norwich NR2 1ND |
| Date of inspection: | 28/08/2019 |
| Risk rating reference: | 19/00636/FOOD |
| Premises reference: | 10/00182/FD_HS |
| Type of premises: | Green grocer |
| Areas inspected: | All |
| Records examined: | FSMS, Third party audit, Industry guidance available on site |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Organic fruit and veg stall with eggs and tinned foods, serving local community |

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:

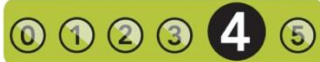
The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score 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 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:

- keep unwrapped bundles of celery separate from ready to eat foods i.e. apples in the salad display chiller

Observation I was pleased to see you were generally able to demonstrate effective controls to prevent cross-contamination.

Hand-washing

Observation I was pleased to see hand washing was well managed.

Recommendation Purchase a dedicated chopping board and utensils, ideally appropriately colour coded for when you may have to cut any raw products for customers i.e. red cabbages

Observation I was pleased to note that you have installed a new sink for washing equipment and utensils and have hot water available for your stall since the last inspection. You have also purchased plastic bowls dedicated for hand washing and cleaning of equipment. These were clearly labelled to ensure staff use the correct bowl for each task.

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:

- floor/wall junctions
- around equipment feet
- on top of main salad chiller fridge

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

- unsealed wooden structures
- ceiling to stall as it is constructed of unsealed wood
- wooden furniture
- wine racks and newly installed sink wood surround with wood battens. I acknowledge no food is prepared on the premises but under food safety legislation all surfaces in a food business must be easily cleanable.

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was generally kept clean and that your cleaning materials, methods were able to minimise the spread of harmful bacteria between surfaces.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

Proving Your Arrangements are Working Well

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

- staff training record sheet needs to be signed off by yourself and business partner. You will also need to record any new staff have been trained on your food safety procedures
- although you had a daily checklist for most checks carried out each day you need to add additional written records i.e. hot and cold water supply to stall is available, adequate hand washing facilities are provided with soap and means to dry hands.
- you also need to have written down any other food safety systems you wish your staff to follow i.e. checking your boxed eggs are not within 7 days of their shelf life, and what action to take if they do not meet or fail your set targets.

Observation I was pleased to note that you have produced a bespoke HACCP plan based on the size, scale and scope of your operation. You also added the additional checks I mentioned to the your written documentation. I took your verbal assurance they will added to the revised records .

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Infection Control / Sickness / Exclusion Policy

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