



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Londis
Address of food business:	160 Heathgate Norwich NR3 1PQ
Date of inspection:	09/12/2019
Risk rating reference:	19/00830/FOOD
Premises reference:	09/00077/FD_HS
Type of premises:	Grocery/supermarket
Areas inspected:	All
Records examined:	SFBB, Pest control report
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 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)

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:

- boxes of sweets were stored directly on the floor
- food and drinks were stored in the WC lobby area.

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:

- the wash hand basin in the WC lobby was inaccessible due to stock. This must not be obstructed. I will check at the time of revisit that it is fully functional and correctly equipped.

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 Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand washing should include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- wash hand basin obstructed.

Legal Requirement You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

Temperature Control

Observation Temperatures were checked and found to be satisfactory. You claim that temperatures are checked, but the morning staff member claimed she did not do this. There was no supporting documentation. Checks are part of the Opening and Closing checks in the SFBB diary pages.

Unfit food

Information High risk items bear a Use By date. You must not sell, use or intend to sell such items and should ensure you have checks in place to remove these from use.

Poor Practices

Observation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- several items were displayed on the last day of their use by. Ensure careful

- checks are carried out so no items are sold past their date.
- lots of stock was stored in the walkways making it congested and hard to clean.
 - fire exit blocked by stock
 - chocolate on display past best before date of 1.9.19.

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.

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. 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:

- floor behind and under equipment, particularly seen between chest freezers
- accumulations bags behind fridge near door
- painted walls

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.

Cleaning Chemicals / Materials / Equipment and Methods

Information You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

Maintenance

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

- floor by front door, where concrete uneven and broken
- wall paint worn
- badly cracked floor tiles in several locations
- water leak from above has made a wall damp. You are investigating this.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved: no sink is available for cleaning (and staff welfare provision.) A means of filling a kettle/and cleaning buckets must be available other than the wash hand basin.

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

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- gaps around pipes in walls.

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

3. Confidence in Management

There is major non-compliance with legal requirements. 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

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.

Observation You eventually remembered that you had a SFBB Retail pack. However the front sections were only partially completed and the diary pages were not being used. Staff were not trained in how to use the pack.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Information Contact us for details of our Safer Food Better Business workshops on 01603 212747 or visit our web page www.norwich.gov.uk

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.

Contravention The following SAFE METHODS are missing from your Safer Food Better Business pack:

- Cross-contamination
- Cleaning
- Chilling

- Cooking

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.

Proving Your Arrangements are Working Well

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

- Daily Diary
- 4-weekly checks
- training records / supplier lists
- cleaning schedule
- maintenance / pest control
- personal hygiene / hand washing
- cleaning / clear and clean as you go

Traceability

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

Waste Food and other Refuse

Observation Waste is taken to Booker.

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.