



Public Protection (food & safety)

Food Premises Inspection Report

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|----------------------------------|--|
| Name of business: | The Newsagent And Off Licence |
| Address of food business: | 2 Alexandra Road Norwich NR2 3ED |
| Date of inspection: | 23/06/2021 |
| Risk rating reference: | 21/00126/FOOD |
| Premises reference: | 21/00154/FD_HS |
| Type of premises: | Retail shop |
| Areas inspected: | All |
| Records examined: | Temperature Control Records, Pest Control Report, SFBB |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Local convenience 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 |

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

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

Recommendation Wrapped cans were on the floor. It is advisable to keep these above floor level.

Raw and cooked packaged items were close in the display chiller. Ideally keep these well apart.

Hand-washing

Contravention The following indicated that hand-washing was not suitably managed:

- there was no hot water/hot water tap to the WC wash hand basin- there was hot water available to the sink. Provide a hot water supply/mixed water supply to the WC wash basin.
- wash hand basins were dirty.

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. Handwashing should include the following steps:

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

Personal Hygiene

Guidance Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- * After using the toilet;
- * After handling rubbish;
- * After smoking;
- * After taking a break;
- * After handling raw food

Temperature Control

Guidance You cannot rely on taking chilled food temperatures by reading the temperature display. You need an independent method that is clearly related to the actual food temperature.

Recommendation Get some fridge thermometers.

Recommendation Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature.

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures. Temperatures were being monitored twice daily for fridges and freezers. Your staff were aware of critical temperatures. When checked, temperatures were satisfactory.

Observation You were completing an additional temperature sheet. As discussed, if you use the SFBB pack diary correctly, you may decide to stop doing this.

Unfit food

Observation You have daily stock checks and were aware of use by and best before 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:

- floor wall junctions
- back of house store room dirty. As it is carpeted this makes cleaning hard.
- touch points were dirty (light switches, door handles etc)

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

- carpeting in store
- damaged ceiling in the store
- worn and damaged paint and plaster to store 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.

Recommendation Improve your housekeeping .
Try and store items above floor level in the stock room to help cleaning.

Maintenance

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

- floor surfaces
- worn paint to WC walls and lobby
- store ceiling where boxing damaged

Pest Control

Contravention There is evidence of pest activity on the premises:

- your pest contract had identified light mouse activity near the front door at the last visit on 15.6.21. As discussed you need to be vigilant to monitor for any further signs of activity/increased activity. I will be contacting you in a few weeks to monitor this.

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

Observation I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

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
- 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.

Proving Your Arrangements are Working Well

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

- personal hygiene / handwashing
- daily diary-this was not being completed, but I have now advised the staff member how this should be completed. (You were maintaining daily temperature log)
- cleaning schedule
- pest control section not completed
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Contravention The following are needed in order to demonstrate your food safety management system is working:

- daily records
- cleaning schedule

Training

Observation I was pleased to see that food handlers had been trained to an appropriate level.

Infection Control / Sickness / Exclusion Policy

Contravention There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastrointestinal illness:

- staff that report these diseases must not work with food until they are 48 symptom free
- staff must be trained to report these diseases

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Legal Requirement Loose light switch in WC lobby. Ensure secured immediately.

Fire

Observation Rear door blocked with stock. If this is a fire exit ensure stock is removed.