

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Earlham Shopper
Address of food business:	9 - 11 Earlham West Centre Norwich NR5 8AD
Date of inspection:	30/06/2021
Risk rating reference:	21/00136/FOOD
Premises reference:	21/00072/FD_HS
Type of premises:	Convenience Store
Areas inspected:	All
Records examined:	Temperature Control Records, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Local retailer

**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	<b>5</b>	10	15	20	25
Structure and Cleaning	0	5	10	<b>15</b>	20	25
Confidence in management & control systems	0	5	10	15	<b>20</b>	30
<b>Your Total score</b>	0 - 15	20	25 - 30	<b>35 - 40</b>	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	<b>20</b>	-
<b>Your Rating is</b>	5	4	3	2	<b>1</b>	0

Your Food Hygiene Rating is 1 - major improvement is necessary



## **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 ready-to-eat food and or its packaging to the risk of cross-contamination with food borne bacteria :

- Shelves used to display food black with dirt when wiped with finger.

### **Hand-washing**

**Recommendation** For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

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

### **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

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

### **Temperature Control**

**Guidance** Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

**Guidance** All food products should be stored in accordance with the manufacturer instructions.

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

**Observation** However records to demonstrate that checks are being made were incomplete.

### Unfit food

**Observation** Staff were aware of use by and best before dates, and regular checks are made on stock.

### Poor Practices

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

- Icecream freezer badly frosted, and requires defrosting.

## **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. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. 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::

- WC walls, where hand contact is made
- Walls inside Walk In chiller
- Stock room cluttered and untidy
- Shop shelving.
- Dirty floor to garage store
- Floors behind and under ie chest freezers in Shop
- High level cobwebs
- Walls by office steps where hand contact is made

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

- Slush puppy machine located on cardboard and plywood beneath. Not easy to clean. (I recommend these be removed and a better surface provided.)

**Information** A detergent is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

**Information** CORRECT DILUTION: many chemicals are supplied in concentrated form and must be diluted before use. You must follow the manufacturers instruction so that you dilute the chemicals correctly with water .

**Information** Disinfectant: is a chemical that kills bacteria .

**Information** Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively.

**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** Remove redundant items, equipment and general clutter from food rooms.

### Cleaning of Equipment and Food Contact Surfaces

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

- Inadequate cleaning of the Slush puppy machine. The instruction manual indicates that it should be sanitized, but staff are only washing the parts in water and detergent.

### Cleaning Chemicals / Materials / Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- touch points were dirty (light switches, door handles etc)
- large build up of dirt and rubbish behind freezers

### Maintenance

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

- Worn paint to Walk In chiller woodwork
- Shop floor covering holed and damaged throughout. This is now beyond patching, in my opinion, and you need to consider replacement.
- Worn wall paint to shop
- Shop walls to rear area had uneven surfaces and holes

### Facilities and Structural provision

**Contravention** The following facilities were inadequate and must be improved::

- Leak to WC was hand basin pipe

## Pest Control

**Observation/Recommendation** Rentokil bait boxes were seen, but the contract has now ceased. Poor cleaning throughout makes it difficult to check for signs of pests, therefore I suggest you recommence a contract.

### **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

**Contravention** You do not have a food safety management system. As a consequence you could not demonstrate an effective system for managing food safety hazards.

Implement Safer Food Better Business (Retail) or an equivalent food safety management system.

- Only temperature records were being maintained, but these were also incomplete.
- You will need to supplement the pack with a specific Haccp/Food safety management system in relation to the particular hazards and controls needed for the Slush puppy machine.

**Information** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/retailers/sfbb](http://www.food.gov.uk/business-industry/retailers/sfbb)

**Information** The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

#### 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
- services and facilities are inadequate
- staff training is inadequate

#### Training

**Contravention** The following evidence indicates there is a staff training need as food handlers::

- were not cleaning properly
- were unaware how to clean the Slush puppy machine correctly

## **HEALTH, SAFETY AND WELFARE**

### **Matters of evident concern**

**Contravention** The following matters were of immediate concern:

- Steps in staff room should be fitted with a handrail/grabrail as although not a full staircase, are quite steep.

### **Electrical Safety**

**Contravention** The following matters indicated that the fixed electrical system had not been constructed and/or maintained so as to prevent, as far as reasonably practicable, danger.

- In rear stockroom high level light bulb holder loose on ceiling.