



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Green Grocers
Address of food business:	2 - 4 Earlham House Shops Earlham Road Norwich NR2 3PD
Date of inspection:	13/07/2021
Risk rating reference:	21/00155/FOOD
Premises reference:	09/00098/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS, SFBB, Pest Control Report, Cleaning Schedule, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Coffee shop and large retail shop 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 3 - a generally satisfactory 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:

- uncovered ready to eat foods on display in main retail shop side of business. Some of these foods were later covered during my inspection

Hand-washing

Observation I was pleased to see handwashing was well managed.

Temperature Control

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.

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
- high level cleaning
- ceiling

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

- mdf or chipboard shelves
- unsealed wooden structures

Observation You are currently expanding into a neighbouring premises and building works are still ongoing. I was pleased to note you had considered and implemented practical food safety measures during building works.

Maintenance

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

- splits or holes in flooring
- worn and/or peeling paint

Pest Control

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 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. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. You are progressing towards a written food safety management system. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

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
- you are in the process of reviewing/ auditing your SFBB pack and other supplemental food safety procedures. You are in the process of training new staff including a kitchen cafe manager which is a work in progress.

Traceability

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

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

Observation You had clearly shown the presence of allergens in your food on your menu.

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

Important information on allergens.

From October 2021, the requirements for prepacked for sale (PPDS) food labelling will change. Any business that produces PPDS food will be required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list.

These changes were made following the death of Natasaha Ednan-Laprouse, who died from an allergen that was not required on labelling at that time.

For further information contact Norfolk Trading Standards on 0344 800 8020 or email at trading.standards@norfolk.gov.uk.