



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Grocery And Accessories
Address of food business:	49 Dereham Road Norwich NR2 4HZ
Date of inspection:	10/11/2021
Risk rating reference:	21/00336/FOOD
Premises reference:	21/00342/FD_HS
Type of premises:	Convenience Store
Areas inspected:	Other
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Supermarket with a butchers section

**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 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)**

#### Hand-washing

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

- there was no hot water to the wash hand basin in the WC

**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.

**Observation** You had purchased an electric water heater for the wash hand basin in the wc and were waiting for it to be plumbed in

## 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 all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

### Cleaning of Equipment and Food Contact Surfaces

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

- shelving
- interior top rim to chest freezer
- rim to the edges of shelving

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

- bare brick walls
- flooring
- exposed plaster to wall above whiterock wall cladding
- unsealed wooden structures

**Recommendation** Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

### Cleaning Chemicals / Materials / Equipment and Methods

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

## Maintenance

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

- wall surfaces
- handle to ice cream freezer

## Facilities and Structural provision

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

- no hot water to WC

### **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

#### Type of Food Safety Management System Required

**Contravention** You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Provide a simple documented system such as Safer Food Better Business (SFBB).

**Observation** you had a diary pack and you were carrying out opening and closing checks

**Recommendation** Choose 'Safer Food Better Business for Retailers' (SFBB) as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

**Observation** I was pleased to see that you ordered and paid for a SFBB pack for retailers in my presence

**Recommendation** I recommend that you monitor and record temperatures of fridges and freezers

#### Food Hazard Identification and Control

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

- Cross-contamination
- Cleaning
- Chilling
- Mangement
- Staff training

#### Traceability

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

### Training

**Recommendation** A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

### Infection Control / Sickness / Exclusion Policy

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

### Waste food and other refuse

**Contravention** there was an excessive accumulation of refuse in the rear of the premises . This must be cleared immediately and arrangements made to prevent other refuse accumulating in the future

**Legal Requirement** The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.