



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Shop AT UEA
Address of food business:	Union House The Street University Of East Anglia Norwich NR4 7TJ
Date of inspection:	13/12/2021
Risk rating reference:	21/00407/FOOD
Premises reference:	21/00025/FD_HS
Type of premises:	Grocery/Supermarket with catering
Areas inspected:	Basement, Warehouse, Servery, Main Kitchen
Records examined:	Temperature Control Records, Pest Control Report, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Retailer within house bake off area

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 Hygiene Rating Re-Scoring Visit

Date: 22 April 2022

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Inspectors notes:

Food Hygiene and Safety-new score-5

Structure and Cleaning-new score-0

Confidence in management & control systems-new score-5

There has been a complete review of the Food Safety Management System, and staff retraining. All matters were found to have been completed.

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 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)**

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:

- Worn green chopping board
- Colour coded boards stored touching
- Cards pinned directly above sandwich preparation area- contamination risk from pins during food prep'.

Contravention You could not demonstrate effective disinfection of equipment and utensils used for both raw and ready-to-eat foods, either by heat or an adequate dishwasher cycle. Separate equipment and utensils must be provided. Such equipment should be easily identifiable (e.g. colour coded) and must be stored and washed separately:

- No separate tongs for handling raw and ready to eat foods when cooking burgers.

Information Equipment, utensils, dishes and wrapping materials used for ready-to-eat foods must not to be stored in open storage where there is a risk of contamination (i.e. underneath a work top where raw food is prepared).

Guidance The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:

- * the complete separation of raw and ready-to-eat food
- * the correct use of wash-hand basins and thorough hand-washing
- * having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- * through 2-stage cleaning and the correct use of sanitiser
- * and by controlling the risks posed by soily vegetables.

Recommendation Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

Recommendation That the smaller freezer be used for raw meat only.

Hand-washing

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re contaminating their hands

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

Personal Hygiene

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

Observation Paper towels were not in the dispenser.

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.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its use by date;

- Pulled pork BBQ meat- Use by 7.12.21, also labelled by staff opened 9.12 and to use by 14.12. (Labelled for use after use-by had passed and given 6 day shelf life. Product indicates to use within 72 hours.)
- Brakes chicken tikka- Use by 10.12
- Brakes chicken bacon and sweet corn- Use by 8.12.21
- Shredded iceberg- Use by 5.12
- Brakes wafer thin roast beef- Use by 4.12
- Brakes tuna mayonnaise- Use by 11.12
- Brakes ham- Use by 7.12

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- Pulled pork being given a 6 day shelf life when manufacturer states 3 days.

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

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.

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday (an exception is rice which should not be kept longer than 24 hours)

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::

- Labels to seal bakery items placed over allergen labels.

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 Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- Walk In freezer floor
- Floor in basement store.

Observation The kitchen/shop had been well maintained and the standard of cleaning was good.

Cleaning of Equipment and Food Contact Surfaces

Observation You had dedicated equipment for the preparation of raw and ready-to-eat foods.

Cleaning Chemicals / Materials / Equipment and Methods

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilution or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

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

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::

- Fridge shelves with cracked plastic coating
- Plastic peeling to work top covering old bain-marie cannot be kept clean.

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

Recommendation That more shelving be provided in the Walk In Freezer.

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 The food safety management system you have in place is not suitable given the food risks associated with your business. You are using a Catering SFBB pack, which had been completed under the premises previous ownership. It is outdated and refers to foods no longer sold. It does not make reference to the retail shop area. Your due diligence monitoring documents appear to relate to a SPAR system, but no supportive policy document could be identified. The current Food Business Operator must create and implement a HACCP system covering the activities at the business. It may be possible to use the SFBB Catering and Retail packs side by side if no other Haccp is in existence, but these should be started afresh.

It was noted that you have a laminated daily check sheet. You wipe this clean daily. If your intention is to keep this for due diligence, then I recommend you retain the information.

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

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::

- staff training is inadequate. Staff not aware of safe food handling practices, nor following anything in the old SFBB pack, despite having formal training.

Contravention The control methods you have put in place at the following critical control points are not sufficient::

- Stock rotation
- Raw and ready to eat food handling.

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:

- 4-weekly checks not completed
- pack refers to old food no longer sold.

Traceability

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

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Infection Control / Sickness / Exclusion Policy

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

Allergens

Recommendation An allergen sign post should be displayed on the counter of the servery.