



## Public Protection (food & safety)

### Food Premises Inspection Report

Name of business:	Silver stores
Address of food business:	102 Silver Street Norwich NR3 4TU
Date of inspection:	23/02/2022
Risk rating reference:	22/00144/FOOD
Premises reference:	05/00351/FD_HS
Type of premises:	Convenience Store
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	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
<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)**

#### Hand-washing

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

- the wash hand basin was obstructed
- there were food items (cans) in the wash hand basin

#### Temperature Control

**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.

At present you are not recording the temperatures of food in your fridges and freezers.

## **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. 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 could not be effectively cleaned and must be covered or made non-absorbent:

- floors
- carpeting

### Maintenance

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

- floor surfaces - worn threadbare carpet
- worn and / or peeling paint
- worn cluttered work tops

### Facilities and Structural provision

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

- the layout of the premises is poor and does not allow staff to clean adequately
- no staff welfare facilities - as stock stored in WC
- insufficient storage space
- garage being used to store waste and odd items - structural defects to walls, floors and roof.

## **3. Confidence in Management**

There is non-compliance with legal requirements. The contraventions require your urgent attention. You have not registered yourself as the new owner of these food premises. Registration is free and can be done so online, please visit: [www.norwich.gov.uk/foodbusinessregistration](http://www.norwich.gov.uk/foodbusinessregistration) Formal action may be taken if you fail to act. **(Score 20)**

### Type of Food Safety Management System Required

**Contravention** You do not have a food safety management system. Implement Safer Food Better Business (retail) or an equivalent food safety management system.:

**Contravention** Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.

#### 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::

- maintenance is poor
- staff hygiene is inadequate
- pest control is inadequate
- services and facilities are inadequate
- storage is poor
- waste management is poor

You have food items, cleaning items and cardboard waste stored in the WC - food items should not be stored in WC facilities.

The WC facilities cannot currently be used by your staff due to the storage of stock and other items - this must be rectified immediately.

#### Proving Your Arrangements are Working Well

**Contravention** The following are needed in order to demonstrate your food safety management system is working:

- daily records
- temperature records
- cleaning schedule
- suppliers lists
- probe calibration records
- pest control records
- shelf life stability records

#### Waste Food and other Refuse

**Contravention** The following evidence indicated that waste food was not being disposed of appropriately:

- there was no evidence that the waste was being collected by an approved contactor
- There was an accumulation of cardboard packaging inside the store and in the adjoining garage/store - which was also leaking and evidence of rat activity
- Cardboard packaging was store in the aisles and doorway to the WC preventing use
- due to the evidence of rat activity within the adjoining garage/waste store I would recommend you enlist the assistance of a pest controller.

#### Health, safety and well-being

- Sanitary facilities are un-available to staff, due to food and other items being stored in the WC, These items must be removed.
- The WC not being available for your staff is a contravention of their welfare rights. You risk a notice being served if you do not provide adequate sanitation for your staff.
- The garage, which you are currently using to store your waste and other items, is in a major state of disrepair with leaking roof and damaged/cracked walls. The earthen floor also shows evidence of rat activity. \*Pest control strongly advised.
- The step as you leave the shop to access behind the counter needs highlighting to indicate a change in level as it presents a trip hazard.