



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Bury's Newsagents
Address of food business:	159 - 161 Aylsham Road Norwich NR3 2AD
Date of inspection:	25/02/2022
Risk rating reference:	22/00155/FOOD
Premises reference:	00890/0159/0/000
Type of premises:	Convenience Store
Areas inspected:	All
Records examined:	Temperature Control Records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	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)**

Hand-washing

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

- there was no hot water to the wash hand basin. You informed me this due to a fault with the boiler in an upstairs flat and that it will be fixed shortly and that a plumber had attended to the faulty water supply

Information I was pleased to note that a new dedicated hot water boiler has now been installed above the wash hand basin in staff WC lobby area.

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:

- walls
- unsealed wooden structures
- chipped dented wooden architrave
- door

Maintenance

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

- wall surfaces
- floor surfaces
- worn and / or peeling paint
- blown plaster work in WC lobby area

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- no fly screens to open window used as ventilation in WC lobby area
- hole in the internal wall cladding where an extractor/vent was previously fitted

Observation I was pleased to note that you have repaired the extractor vent to prevent access by pests.

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. 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)**

Food Hazard Identification and Control

Contravention Your food safety management system is not adequate in its scope and/or is not sufficiently detailed. Ensure your food safety management system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

- Although you were recording fridge temperatures there was no written food safety management system available.

Type of Food Safety Management System Required

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

Observation I was pleased to note that you purchased a copy of Safer Food Better Business-Retail pack during my inspection. I took your verbal assurance that this will be completed at your earliest opportunity

Traceability

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