



**Public Protection (food & safety)**  
**Food Premises Inspection Report**

Name of business:	City Road Convenience Store
Address of food business:	96 City Road Norwich NR1 2HG
Date of inspection:	09/03/2022
Risk rating reference:	22/00161/FOOD
Premises reference:	14/00192/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:	Corner shop selling all wrapped food. Some chilled and frozen.

**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	<b>5</b>	10	15	20	25
Structure and Cleaning	0	5	10	<b>15</b>	20	25
Confidence in management & control systems	0	5	10	15	<b>20</b>	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)**

#### Contamination risks

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent contamination.

#### Hand-washing

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

**Recommendation** The hot tap was like a small hose. I recommend this be replaced by a tap.

## Temperature Control

**Recommendation** Get some fridge thermometers.

**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.

**Observation** Temperatures were found to be satisfactory.

You claimed to check temperatures and were aware of correct temperatures. However you had no records to support this. Ensure you continue checking as outlined in the SFBB pack when you get this. Also ensure you include the temperatures of sandwiches arriving from London.

## Unfit food

**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.

## 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:

- Selling items past Best Before date. This is not good practice or recommended. You should ensure any item is still fit to eat, and ensure the customer is aware. It is better to remove and reduce the item before it becomes out of date.

**Guidance** It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance 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)**

### Cleaning of Structure

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

- floors in all areas behind and under equipment
- ledges near window

- hand contact surfaces like light switches
- WC door

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

- cracks to ceiling in main shop.
- you had started to fit new floor tiles in rear store room. However, some parts of the old concrete floor is still exposed. Different types of flooring used throughout premises are ill fitting where they meet. This was creating a dirt trap.
- flaking wall paint to WC walls.
- flaking paint to walls in rear store room.
- blown plaster to walls in rear store room.
- the W.C. cubicle connects directly into a room where food is stored. You should have a ventilated lobby in between the W.C. cubicle and a room in which food is handled or stored. (As a minimum, and as the WC has ventilation, a self closer should be fixed to the door. Should any open food be served this will not suffice and a lobby will be needed.)
- chipped/cracked floor tiles in rear store room.
- inside of drinks chiller.

**The flooring throughout is a mixture of surfaces and the lino flooring is lifting in many places. The flooring requires a complete maintenance overhaul and review, with the provision of a continuous properly fitting floor throughout that is washable and easy to clean.**

**Recommendation** Remove redundant items and equipment from food rooms. Tidy and remove miscellaneous matter.

### Maintenance

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

- wall surfaces
- floor surfaces

### Facilities and Structural provision

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

- please note previous comment re WC lobby.
- there is a wash basin, but no sink. You can clean from the water supply from the basin. However should the nature of the business alter a separate sink with hot and cold water will be required.

## **3. Confidence in Management**

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned in 6 weeks. **(Score 20)**

## Type of Food Safety Management System Required

**Contravention** You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system. You were only able to show diary pages from several years ago. You claimed your daughter had access to the pack, but were unable to produce this.

**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.

**Legal Requirement** Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

**Information** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/retailers/sfbb](http://www.food.gov.uk/business-industry/retailers/sfbb)

**Information** The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

## 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:

- cleaning and sanitation are poor
- maintenance is poor
- the premises structure is unsuitable
- staff training is inadequate

## Traceability

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

## Waste Food and other Refuse

**Legal Requirement** If you have waste you have a duty of care to:

- Ensure that the person who takes control of your waste is licensed to do so.
- Take steps to prevent it from escaping from your control.
- Store it safely and securely.

- Prevent it from causing environmental pollution or harming anyone.
- Describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else.

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor. However you could not produce a waste transfer note.

Boxes should also be removed daily to keep the premises tidy, and prevent areas where pests can hide.

### Training

**Observation** You advised me that your wife has done training in food hygiene. No evidence was seen or available. If evidence cannot be found, new training by one key person should be done.

**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)

### Infection Control / Sickness / Exclusion Policy

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