



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Family Food Store
Address of food business:	189 - 191 Plumstead Road Norwich NR1 4AB
<b>Date of Re-rating inspection:</b>	<b>16/10/2023</b>
Risk rating reference:	23/00220/FOOD
Premises reference:	21/00185/FD_HS
Type of premises:	Grocery/supermarket
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Convenience Store with butchery and bakery.

**Food Hygiene Rating Re-Scoring Visit**

Date: 16<sup>th</sup> October 2023

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

Your Food Hygiene Rating is 3 - a generally satisfactory standard



Inspectors notes:

**Observation** I was pleased to see the following had been actioned since the last re-rating inspection:

- repaired ceiling with white-roc panelling in main bakery section
- hot water supply available to wash hand basin near butchery section
- additional plastic/metal mesh installed above main shop frontage aid pest proofing of premises.
- you have organised on-line food hygiene training for some staff members

Matters that still require attention following this re-rating inspection:

**Food Hygiene and Safety**

- baked off high risk foods i.e. hot held sausage rolls were not being stored above 63 degrees C. I acknowledge that they are sold quickly but you must keep hot held foods hot or have a robust system to ensure that if hot products are not stored above 63 degrees C they are removed after 2 hours, cooled for a one off period and sold chilled or they must be disposed of. You can re-cook/re-heat hot held food before the 2 hours but

- it must be steaming hot and placed back in hot holding.
- bundles of green salad were sitting in the dedicated wash hand basin for butchery staff

### **Structure and Cleaning**

- numerous untreated wood panelling/surfaces within the bakery area. All surfaces within a food room must be non-absorbent and easily cleanable.
- large gap above external roller shutters which exposed plasterboard and joists above bakery below. Given gaps to plasterboard in bakery area you need to ensure your shop frontage is adequately pest proofed.
- you have made major changes to the internal layout of the premises to include an in-house bakery and butchery. These works are still unfinished due to the structural changes you have made i.e., missing tiling, exposed brick, untreated timber and plaster work. These surfaces all need to be made good. All food business's structure must be sound and maintained.

### **Confidence in Management.**

- I was pleased to note that you have sourced a copy of Safer Food Better Business Retail pack and started to complete some sections and recording daily diary records. However, given the findings of my inspection today, had many of the sections been properly completed properly, staff trained on them and followed/implemented your food hygiene rating may have been improved.
- I acknowledge that you have large numbers of written recording logs and starting to implement Safer Food Better Business Retail pack, but I strongly advice you to use Safer Food Better Business Catering pack. You informed me you are considering no longer having an in store butchery.
- no proper recording that staff had been trained on your written food safety management system.
- I recommend that you stipulate what your set maximum and minimum temperature range of chilled and frozen chilled foods are on the actual record sheets. This will aid staff in reporting when they are out of your stipulated temperature ranges.

### **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
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Your Food Hygiene Rating is 1 - major improvement is necessary

**1. Food Hygiene and Safety**

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Contamination risks

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

Handwashing

**Contravention** The paper towel although in the holder was not immediately accessible (not able to extract it without opening the unit), indicating it was not being used.

**Contravention** There was no soap at bakery wash hand basin. This was replaced at the time of my visit.

### Personal Hygiene

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

### 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.

### Poor Practices

**Contravention** Frozen chicken livers for use on the butchery, were not labelled on day of freezing. These were being defrosted at the time of my visit, but it was unclear when they needed to be used by.

## **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 Equipment and Food Contact Surfaces

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

### Cleaning of Structure

**Contravention** The floor was dirty in the butchery around the feet of equipment.

**Contravention** The draws in the butchery were dirty inside.

**Contravention** The lid and door opening of the freezer in the bakery were dirty.

**Contravention** The fridge in the bakery was dirty inside.

**Contravention** The chipboard wall and unplastered ceiling in the bakery are porous and not washable.

#### 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 blue chopping board was heavily worn and cannot be cleaned.

**Contravention** The edging of the work surface beneath the canopy was not cleanable.

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

There is major non-compliance with legal requirements. Your food safety management system was not written down. 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** You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.

#### Infection Control / Sickness / Exclusion Policy

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