



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Tesco Express
Address of food business:	197 Plumstead Road Norwich NR1 4AB
Date of inspection:	20/03/2023
Risk rating reference:	23/00253/FOOD
Premises reference:	05/00324/FD_HS
Type of premises:	Grocery/supermarket
Areas inspected:	Storeroom
Records examined:	Pest Control Report, Training Certificates/records, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Supermarket

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: 8 August 2023

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 4 – a good standard



Inspectors notes:

Observation I was pleased to see the following:

- cleaning had improved
- drainage to the wash hand basin in the bake off had been addressed
- flooring in the shop had been steam cleaned
- a shelf to the display fridge had been covered
- ceiling to the shop had been cleaned

Contravention The following items require attention:

- wash hand basin in the ladies WC dirty
- wash hand basin in the bake-off area
- flooring in warehouse
- shelving underneath where the crisps are stored
- around interior to the ice cream display freezer
- door to the walk-in fridge had a footprint to it
- shelving to the display fridges in the shop had rust to them
- flooring underneath shelving in the shop

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 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)

Hand-washing

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

- the wash hand basin in the bake off was blocked
- wash hand basins were dirty in the WC's

Recommendation Wash hand basins need to be kept clean and regularly descaled. Include the wash hand basin in your cleaning schedule and pay attention to sanitising the taps.

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 did not conform to food safety requirements: :

- no 'best before' date on loaf of bread

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:

- flooring in warehouse
- flooring in walk-in fridge
- flooring underneath shelving in shop
- flooring where vegetables were stored
- air vent to ceiling in the bake off
- light switch in bake off
- ceiling in shop
- bottom to door leading into the shop
- door to walk-in freezer

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned::

- fridge shelving
- runners to display fridge doors in shop
- hand contact surfaces
- soap dispenser
- wash hand basin in bake off
- wash hand basins in the WCs
- shelving where the crisps are stored
- around interior to the ice cream display freezer

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

Maintenance

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

- pooled water was seen to bake off in front of walk-in freezer
- shelving to display fridges rusty
- flooring in the shop badly marked

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- the drainage is deficient

Pest Control

Observation I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

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

Traceability

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

Infection Control / Sickness / Exclusion Policy

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