



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

Name of business:	Londis
Address of food business:	160 Heathgate Norwich NR3 1PQ
Date of inspection:	31/03/2023
Risk rating reference:	23/00328/FOOD
Premises reference:	09/00077/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:	Local corner shop

**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	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 4 - a good 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)**

#### Temperature control

**Observation:** I was pleased to note that the chilled units are holding temperatures at less than 8°C

#### Hand-washing

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

- no means for hygienically drying hands was available
- there was no hot water to the wash hand basin

**Legal Requirement** Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

### **Cleaning of Structure**

**Observation** The shop had been well maintained and the standard of cleaning was good.

### **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**

**Observation** You are maintaining the premises in good condition.

### **Facilities and Structural provision**

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

**Poor practice:** The door to the staff toilet is being left open, pegged back by cleaning equipment. The lobby has no door into the shop.

**Recommendation:** Remove the cleaning equipment from the toilet compartment and reorganise the lobby area so that the door to the toilet can be kept closed. Provide a safe access to the lobby.

## **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**

**Contravention** You are a low risk business and do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. You still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion

policy, a cleaning schedule, date coding, stock control measures, temperature checks of display chillers, and hand-over diary etc.:

### Traceability

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

**Observation:** Some products (e.g.bottled water) displayed for sale in your retail shop had no English on the labels. Foods imported from countries must have labels written in English. You should speak to your supplier

### Waste Food and other Refuse

**Observation** I was pleased to note that the waste cardboard was contained in a rolling cage whilst awaiting collection.