



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Kwik Save
Address of food business:	2C Larkman Lane Norwich NR5 8TX
Date of inspection:	23/08/2023
Risk rating reference:	23/00630/FOOD
Premises reference:	18/00052/FD_HS
Type of premises:	Retail shop
Areas inspected:	Other, Storeroom
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Convenience store

**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	<b>10</b>	15	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30
<b>Your Total score</b>	0 - 15	20	<b>25 - 30</b>	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	<b>10</b>	15	20	-
<b>Your Rating is</b>	5	4	<b>3</b>	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)**

#### Contamination risks

**Contravention** Food was not protected from general sources of contamination:

- food/stock was being stored on the floor

**Legal requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

#### Hand-washing

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

- there was no means to hygienically dry hands
- no soap to wash hand basin in wc

**Legal requirement** Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

### 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** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- 6 x tins of pork spread were being stored beyond 'Best Before' date of 24/3
- 5 x tins of pork spread were being stored beyond 'Best Before' date of 2/6
- 3 x tins of black pudding were being stored beyond 'Best Before' date
- 1 x tins of minced ham were being stored beyond 'Best Before' date of 19/9/22
- 2 x tins of minced ham were being stored beyond 'Best Before' date of 15/3
- 2 x tins of minced ham were being stored beyond 'Best Before' date of 16 /3
- 16 x tins of poultry paté with garlic were being stored beyond 'Best Before' date of 4/3
- 5 x tins of paté with mushrooms were being stored beyond 'Best Before' date of 23/7
- 4 x tins of turkey paté were being stored beyond 'Best Before' date of 10/7
- 3 x tins of turkey paté were being stored beyond 'Best Before' date of 15/1
- 7 x tins of paté with paprika were being stored beyond 'Best Before' date 3/7/22
- 10 x tourist canned meat were being stored beyond 'Best Before' date of 1/6
- 15 x pkts of strawberry angel delight were being stored beyond 'Best Before' date of 23/6
- 5 x packets of Colmans chicken casserole were being stored beyond 'Best Before' date of 6/23
- 6 x packets Uncle Ben's pilau rice were being stored beyond 'Best Before' date of 23/1

**Guidance** It is an offence to sell food which is not of the nature, substance or quality demanded by the consumer. Food sold passed its 'best before' date could be of a reduced quality so you must check it is OK before you sell it. You must also inform your customers the product is passed its 'best before' date.

## **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 storeroom
- wash hand basin in storeroom
- taps to wash hand basin in storeroom
- wall behind wash hand basin in storeroom
- water heater to wash hand basin in storeroom

### **Cleaning of Equipment and Food Contact Surfaces**

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

- glass lid to the ice cream freezer in storeroom
- interior top to ice cream freezer in storeroom
- build up of ice to ice cream freezer in storeroom
- interior top to ice cream freezer in shop
- towels
- dirty water to mop bucket

### **Maintenance**

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

- crack to wash hand basin in storeroom

## **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** I was pleased to see that you have a Food Safety Management System. However this needs to be filled in so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

**Recommendation** You were monitoring the temperatures of your fridges and freezers. However I recommend that you record these temperatures in your food safety management system

#### Proving Your Arrangements are Working Well

**Contravention** The following is needed in order to demonstrate your food safety management system is working:

- stock control as you were storing food beyond its 'Best Before' dates

#### Infection Control / Sickness / Exclusion Policy

**Guidance** UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

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

#### Training

**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)