

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	At Your Convenience
Address of food business:	55 Earlham Road Norwich NR2 3AD
Date of inspection:	13/11/2024
Risk rating reference:	24/00495/FOOD
Premises reference:	24/00231/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:	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	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 high. You demonstrated a good standard of compliance with legal requirements. Some minor contraventions require your attention. **(Score 5)**

Contamination risks

Recommendation All food was wrapped but some products were stored on the floor. In order to discourage pest access, food should not be stored directly on the floor.

Observation I was pleased to see the parrot that was being kept in the corner of the store had been re-homed.

Legal Requirement You must have procedures in place to prevent domestic animals from having access to places where food is stored.

Hand-washing

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

- No means for hygienically drying hands was available

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.

Temperature Control

Observation Staff explained no temperature checks are conducted on the fridge containing chilled high risk foods, however no issue with the temperature of the food was identified at the time of the inspection.

Recommendation Provide a thermometer in the chilled storage fridge and regularly check the temperature remains at or below 8°C. Recording the temperatures that you find and the times your checks are carried out would help you demonstrate that you are effectively managing food safety in your store.

Guidance All food products should be stored in accordance with the manufacturer instructions.

Unfit food

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- Packets of fennel seeds and turmeric were found well past their expiry date (2022), this was disposed of in my presence

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 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:

- Behind and under equipment
- High level cleaning
- Wash hand basin
- Shelves for storing food

Recommendation The following items could not be effectively cleaned and should be covered, made non-absorbent or replaced:

- Unsealed plywood shelves
- Rawl plugs and drill holes in wall
- Cut ends of plastic coated shelving

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, you should increase the frequency of cleaning.

Recommendation Improve your housekeeping.

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- Cardboard cannot be cleaned adequately - do not use it to line shelves
- Cleaning equipment was dirty
- Appropriate cleaning chemicals were not available
- The general level of cleanliness indicated to me that you are not cleaning often enough

Maintenance

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

- Woodwork damaged
- Wall surfaces damaged
- Paintwork worn or peeling
- Broken ceiling tiles
- Broken toilet cistern

Pest Control

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of 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

Contravention You are a low risk business and do not have a food safety management system. You still require a minimum amount of documentation. This might

include your hygiene rules, pest control reports, a staff illness and exclusion policy/rules, a cleaning schedule, date coding, temperature checks of display chillers, and handover diary etc.

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

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: <https://www.food.gov.uk/business-guidance/safer-food-better-business-for-retailers>

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.

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- Temperature checks on the fridge containing high risk chilled foods

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites (such as cleanliness and pest control) must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Traceability

Contravention You could not reliably demonstrate the origin of some of your foods because your records were inadequate:

- Although some supplier receipts were available, staff was unaware of the suppliers for many of the products
- Some products did not contain labels in English. This has been referred to Trading Standards Officers at Norfolk County Council_

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.

Waste Food and other Refuse

Observation You have a large waste bin outside, but staff was unsure of the waste carrier used.

Training

Contravention The following evidence indicates there is a staff training needs as staff:

- Were not cleaning effectively

Allergens

Contravention You are failing to manage allergens properly:

- Some pre-packed products were not labelled correctly with allergens