



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Forge Local Shop
Address of food business:	The Forge 118 Philadelphia Lane Norwich NR3 3JJ
Date of inspection:	16/01/2025
Risk rating reference:	25/00049/FOOD
Premises reference:	24/00181/FD_HS
Type of premises:	Convenience Store
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Retail shop serving local community

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 1 - major improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory, and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. There are significant lapses in safe food handling practices and procedures. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Contamination risks

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

Observation Wrapped and canned items were stored in the old toilet lobby areas. I was not able to see, but was advised the toilets have been capped in old and current WC lobby. If this is not the case, you will need to cap the toilets to carry on storing in this way or remove stock.

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 two wash hand basins, as the hot water tank above had no tap. It could be ascertained whether the water tank is in working order.

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.

Guidance Proper hand-washing is essential to prevent cross-contamination of E. coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand washing should include the following steps:

- * wet hands before applying soap
- * good hand rubbing technique
- * rinsing of hands
- * hygienic drying

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- there was no adequate wash hand basin facility.

Temperature Control

Guidance I would advise that taking chilled food temperatures by reading the temperature display on the refrigeration unit may be unreliable as it only relates to air temperature and not product temperature. You need an independent method that is clearly related to the actual food temperature.

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 destroyed in my presence) because it did not conform to food safety requirements:

- Chicken and bacon French stick use by 13.1.25
- Tikka bites use by 12.1.25
- Tuna and sweetcorn sandwich use by 15.1.25

I was very concerned as this indicated that thorough checks on use by date items had not been carried out over a number of days.

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

Information High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items

Poor Practices

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

- wherever possible store items off the floor to facilitate cleaning
- provide baskets to store items in the chest freezer and permit effective stock rotation. Foods were muddled together

Guidance It is permitted to sell food after its BEST BEFORE date, but it 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 less than satisfactory and you are failing to comply with the law in many respects. Improvements are needed in hand and/or equipment washing facilities. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure and Maintenance

Contravention The following items were dirty and require more frequent and thorough cleaning:

- external side storeroom constructed in the yard and the room adjacent. Walls, floor and ceiling.

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

- the external side store room appeared to have been constructed in the yard area and was not a permanent or acceptably constructed area to be used as a food room. It contained cans and bottles, which are food. These should be removed from this area until you decide whether to upgrade this area.
- bare brick wall behind chest freezer in shop.

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

Cleaning Chemicals / Materials / Equipment and Methods

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- holes in the external side store as not of adequate construction. Gaps around door, in floor and at top of wall/roof junction.

Contravention Your staff are unaware how to protect your premises from the threat of pests. Ensure that your staff are adequately trained.

Legal Requirement The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

Guidance Refer to the guidance on pests in your Safer Food Better Business pack.

3. Confidence in Management

There is major non-compliance with legal requirements. 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

Information The absence of any used documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating. A SFBB pack was found eventually, but this had not been completed and staff were not using it.

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:

- maintenance is poor
- staff training is inadequate
- the premises structure is unsuitable
- staff have been left in charge while the owner is away and are not adequately trained.

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- 4-weekly checks
- Daily Diary
- maintenance / pest control
- personal hygiene / hand washing
- training records / supplier lists

Recommendation Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

By using a normal diary you were failing to SIGN OFF at the end of each day; had nowhere to record that opening and closing checks had been done; were not reminded to record NON CONFORMATIES and to review your management system every 4-weeks.

Traceability

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

Infection Control / Sickness / Exclusion Policy

Contravention There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastrointestinal illness:

- introduce a system to monitor staff illness

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

Legal Requirement The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- did not know how long to stay off work after illness
- did not understand the opening and closing checks
- were not aware of the food safety management system
- were leaving food on display for sale that was passed its USE BY date

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

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