

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	Mambo Jambo
Address of food business:	14 - 16 Lower Goat Lane, Norwich, NR2 1EL
Date of Inspection:	11/10/2017
Risk Rating Reference	17/00638/FOOD
Premises Reference	10450/0014/0/000
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Type of Premises:	Restaurant or cafe
Areas Inspected:	Main Kitchen, Storeroom, Dry store, Cellar, Front of house, Back of house
Records Examined:	SFBB
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Independent restaurant serving mixed meat, vegetarian, salads and desserts. 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
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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)**

#### **Contamination risks**

**Contravention** The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- green chopping board was badly scored and needs replacing.
- uncovered items in upright freezer in main kitchen. ie onion rings, chicken nuggets etc.

**Observation** I was pleased you could demonstrate effective E.coli 0157 control through the complete separation of raw and ready-to-eat food, the correct use of wash-hand basins and thorough hand washing, having dedicated equipment (including complex equipment) for raw and ready-to-eat foods, through 2-stage cleaning and the correct use of sanitisers, and by controlling the risks posed by soily vegetables.

#### **Hand-washing**

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

- the hot water supply to dedicated wash hand basin in dessert make up area had to be turned on using the water isolation handle.

### 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 diligently monitoring temperatures.

## **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 structural items were dirty and require more frequent and thorough cleaning:

- steps from kitchen up into rear dining area
- where steps meet wall up into rear dining area
- where metal floor covering sections meet lino in front of cooking range there was a build up of ingrained dirt.
- high level cleaning in upstairs dry store as cobwebs were seen.
- worn lid surface to bulk freezers

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

- Melamine shelving in upstairs dry store. You need to seal/treat the surface to leave a smooth impervious surface that is easy to keep clean

### Maintenance

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

- damage to overhead light in main kitchen. It was covered in a piece of grey duct tape.
- gap to lino' under dedicated wash hand basin in main kitchen. This created a dirt trap.
- split lino flooring in main kitchen
- damaged door frame near main griddle likely due to heat damage.
- damaged/missing handles to bulk freezers in rear dessert preparation area.

- flaking paint to window frame above dessert preparation table.
- flaking paint to window in upstairs dry store.

**Observation** I was pleased to note that you had carried out work in the drinks cellar and toilets installing new white-roc wall covering.

#### Facilities and Structural provision

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

- there was a loose window pane to wood sash window in upstairs dry store. This was creating a gap large enough to allow access by pests. You need to fit a new piece of glass or pest proof the gap.
- damaged/loose lid to ice cream freezer in upstairs.dry store

#### Pest Control

**Contravention** The upstairs window in dry store was open to the outside and would allow pests access to the premises. You need to attend to the loose window pane.

### **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

#### Food Hazard Identification and Control

**Contravention** The following pre-requisites have not been met and prove your food safety management system is ineffective:

- pest control is inadequate due to upstairs dry store window

#### Traceability

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

#### Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

#### Training

**Observation** I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available.

#### Infection Control / Sickness / Exclusion Policy

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

### Allergens

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

**Observation** You had clearly shown the presence of allergens in your food on your menu.