



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Jarrold - Department Store
Address of food business:	1 - 7 London Street Norwich NR2 1JF
Date of inspection:	01/11/2018
Risk rating reference:	18/00962/FOOD
Premises reference:	10300/0001/6/004
Type of premises:	Department Store with restaurant, cafe and deli/wine bar
Areas inspected:	All
Records examined:	FSMS, Cleaning schedule, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Department store with 6 catering outlets

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



Food Hygiene Rating Re-Scoring Visit

Date: 25th July 2019

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



I was pleased to see that all the items mentioned in the inspection report, (see below), have been attended to. All maintenance issues have been addressed and the catering facilities redecorated where found necessary. The cleaning schedule has been reviewed and a programme of more frequent cleaning particularly of high level surfaces introduced.

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 practices exposed food to the general risk of physical contamination with dirt or foreign objects::

- high level cleaning required to filters, vents and ducting to extract systems, particularly above food preparation areas (colleagues canteen, main catering kitchen (The Pantry and Bakery), Benji's Restaurant)

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- the foods in pizza toppings unit (The Exchange) were found to be just outside the recommended temperature of 8°C

Recommendation Apply the 4 hour rule to this unit or reduce the setting on the unit ensuring foods are held at less than 8°C

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:

- high level ductwork, pipework, ceiling vents etc
- flooring throughout (except the Deli) particularly under benches and equipment which is difficult to move throughout
- hand contact surfaces such as taps to hand wash basins, sockets and plugs (Benji's)
- wall surfaces in the dried goods store (off main catering kitchen- The Pantry)

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

- some gaps to white rock wall covering throughout
- bare wood to shelving (Benji's)

Maintenance

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

- flooring including skirting to external corners and doorways etc and section of floor in main kitchen (The Pantry) where cracked (possible movement to subfloor)
- plasterwork to walls (The Pantry-store room/corridor)
- woodwork chipped paint door architraves

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. **(Score 5)**

Observation I was pleased to see that you have a detailed Food Safety Management System in place which is fully implemented. A separate Safer Food Better Business Pack is used by staff working in the new Deli/Wine Bar.

Recommendation It is recommended that you review the cleaning rota in light of the items listed above.

It has been noted that following the refurbishment of 'The Exchange' on the lower ground floor the rest of the catering outlets are due to be refurbished in 2019. If for any reason this is delayed the maintenance items listed above should be carried out in the meantime.