



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Marks & Spencer
Address of food business:	Marks And Spencer Rampant Horse Street Norwich NR2 1QR
Date of inspection:	21/03/2019
Risk rating reference:	19/00262/FOOD
Premises reference:	13560/4000/0/000
Type of premises:	Grocery/supermarket
Areas inspected:	All
Records examined:	Temperature control records, Cleaning schedule, FSMS, Pest control report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	catering outlets and instore bakery in retail shop

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:

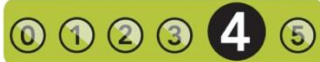
The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score 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, foreign objects or chemicals:

- the light fittings above food preparation surfaces in The Market Place kitchen were dust laden
- broken plastic storage containers (e.g used for Coffee Beans) wrapped in cling-film middle kitchen (These were removed and replaced at the time of the inspection)
- unwrapped loaves of bread stored beneath open void to ceiling (In store Bakery)
- ice-machine in The Market Place was dirty.

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 handwashing, having dedicated equipment (including complex equipment) for raw and ready-to-eat foods, through 2-stage cleaning and the correct use of sanitisers.

Hand washing

Observation Hand washing was managed well and wash-hand basins stocked with hand cleaning materials.

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 items were dirty and require more frequent and thorough cleaning::

- extraction canopy (dust laden filters all cafes)
- high level cleaning (walls above oven where no canopy provided Top Cafe)
- walls particularly behind food preparation surfaces and beneath bench mounted ovens etc (Top Cafe Kitchen)
- ceiling tiles in Market Place kitchen
- mastic joints and grouting to tiles behind sinks in serveries
- dust covered sides to larder style fridge/freezer in Top Cafe
- taps to sinks and hand wash basins

It was noted that the canopies are cleaned by contractors on a quarterly cycle with the next clean due next month.

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

- ceiling tiles in the The Market Place Kitchen
- door to chemical cupboard in top kitchen

Maintenance

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

- splits or holes in flooring (coved sections in Staff Canteen, Middle Cafe, Top Cafe kitchens)
- worn or peeling paint to wooden architraves and doors (Top Cafe Kitchen)
- ceiling panels missing in bakery and middle cafe kitchen
- broken seal to under bench freezer in Market Place servery
- holes in tiles and white rock walling

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 Safety Management System

Observation Your food safety management system was in place and working well. I was confident you had effective control over hazards to food.

Recommendation Review your cleaning schedule/rota to amend the frequency of clean to ensure that no surface in the catering outlets ever looks dirty. I suggest that the cleaning of the filters in the canopies is carried out more frequently.

Training

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

Allergens

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