



**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:	06/12/2019
Risk rating reference:	19/00828/FOOD
Premises reference:	10300/0001/6/004
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS, Cleaning schedule, Temperature control records, Pest control report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Catering units within department store 1000 covers per day

**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 5 - a very 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:

- uncovered foods in chiller ('Benji') freezer ('The Pantry') with box/container of food stored directly on top
- stained and badly scored chopping boards
- using brown board for bread (Benji)
- wooden boards with fraying 'bark' edge being used in The Bay

#### Hand-washing

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

- hot tap to wash hand basin in Benji's kitchen broken (wash up area)

### 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 monitoring temperatures.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

### Cleaning of Structure

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

- behind and under equipment (in particular The Pantry dish-wash area and servery counter, The Chapter kitchen area)
- extraction canopy in The Pantry
- grill and deep fat fryers in 'Benji'
- hand contact surfaces (sockets, plug, taps underside of hand soap and paper towel dispensers)

**Observation** The various catering kitchens throughout the store had been well maintained and the standard of cleaning was generally good. It was noted that the bakery will be being used for the production of pastries, cakes and scones in the morning and breads in the afternoon/evening. Your cleaning schedule for this area will require review and updating due to the increased production in this area.

It was noted that the extraction systems and deep clean are now being carried out every 6 months in all units and the standard of cleaning to these areas is noticeably better.

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- ice machine in The Deli
- small mixer in the bakery
- hot food cabinet in The Pantry
- seals of walk-in-chiller The Pantry

- vending machine in the Staff canteen

**Observation** You had dedicated equipment for the preparation of raw and ready-to-eat foods.

#### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

#### Maintenance

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

- wall around door rear of 'Benji's' chipped damaged plaster
- loose covering to pipe casing in 'Benji's'
- loose plastic film to white-rock walling around wash hand basin in 'Benji's'
- loose plastic film to new oven in bakery
- broken casing to clock in bakery

#### Pest Control

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

#### Facilities and Structural provision

**Observation** It was noted that the Deli fridge was kept in part of the warehouse. The layout and design of the warehouse as currently used does not allow proper and easy maintenance cleaning or adequate working space. Review the layout of the area where the fridge is stored, ideally by creating a separate 'room' within the warehouse where all food products associated with the food outlets on this floor can be stored separately.

### **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

**Recommendation** Review your food safety management system to reflect the changes in the business (opening of the fish restaurant, The Bay, extending the use of the bakery). Due to the heavy use of the extraction system in the Pantry kitchen and the state of the filters a more frequent clean is needed.

## Stock Control

It was noted that as a general rule you apply a day of production/opening +4 days to foods in chilled storage. However cream should be used in accordance with the manufacturers instructions and stored below 5°C and used within 3 days of opening and by use-by-date. Ensure you follow the manufacturers instructions particularly on high risk foods.

## Traceability

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

## Allergens

**Observation** The ingredient information supplied by the manufacturer of cakes sold in the Deli does not highlight the allergen present. The known allergens should be embolden or highlighted. It is recommended that you speak to your supplier and ask for this information to be clearly identified in the list of ingredients so that this can be transferred to your allergen matrix.

## **HEALTH, SAFETY AND WELFARE**

### Matters of evident concern

**Observation** Some cables and sockets beneath the counter in the deli were hanging loose.

**Recommendation** Secure these to the unit.