



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	St Giles Pantry
Address of food business:	95A Upper St Giles Street Norwich NR2 1AB
Date of inspection:	03/06/2023
Risk rating reference:	23/00472/FOOD
Premises reference:	20/00258/FD_HS
Type of premises:	Retail shop
Areas inspected:	Servery, Main Kitchen, Prep Room
Records examined:	SFBB, FSMS, Temperature Control Records, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe/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

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:

- Hanging above the servery area, was a bronze fixture and decorative plants, amongst other items, which were covered in dust and which could potentially contaminate food and equipment below.

**Legal Requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

#### **Hand-washing**

**Observation** I was pleased to see handwashing was well managed.

#### 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:

- Around equipment feet.
- Floor wall junctions.
- High level cleaning.
- Lamp shades, bronze fixture, decorative plants, amongst other items, were dusty and require a detailed clean.
- Floor plinth in the wash basin room was dirty. If it can no longer be cleaned, replace it.

**Recommendation** Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

**Recommendation** Remove plants and flowers from the food room.

**Recommendation** Remove redundant items and equipment from food rooms.

#### Maintenance

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

- Wall mounted switched fuse box hanging loosely off low level wall area.
- Missing wall tiles by end of coffee machine.
- Uneven/raised wooden floor board within the retail floor.

#### 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.

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

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. 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 this means that your food safety management system will be ineffective:

- Cleaning is inadequate.

#### **Proving Your Arrangements are Working Well**

**Contravention** The following are needed in order to demonstrate your food safety management system is working:

- Daily records.
- Your daily records had lapsed by 2 days. Ensure you bring your records up to date.

#### **Infection Control / Sickness / Exclusion Policy**

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

#### **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**

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

- Were not cleaning properly.

#### **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.

**Observation** You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

## **HEALTH, SAFETY AND WELFARE**

### Matters of Evident Concern

**Contravention** The following matters were of immediate concern:

- There was a raised/loose floor board within the retail area which could potentially cause a trip hazard if not quickly rectified.