



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Norwich School Refectory
Address of food business:	69 - 71A The Close Norwich NR1 4DD
Date of inspection:	06/11/2023
Risk rating reference:	23/00764/FOOD
Premises reference:	21/00202/FOOD
Type of premises:	School
Areas inspected:	Servery, Main Kitchen, Storeroom
Records examined:	Temperature Control Records, Pest Control Report, FSMS, Cleaning Schedule, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	School with catering

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 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:

- scoops were being stored in dried ingredients

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.

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- prepared foods were being stored for 3 days i.e 6/11 - 9/11 and not the recommended 1 day production plus 2
- frozen foods were being stored for 3 days after being defrosted
- wrong date on food label

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday. (An exception is cooked rice which should not be kept longer than 24 hours)

Guidance If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before the USE BY date and when defrosted labelled with a date so that it is used within 2 days

Recommendation I recommend that the names or initials are filled in on food labels

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:

- wall behind wash hand basin
- wall above towel dispenser
- flooring underneath equipment
- floor/wall junctions
- flooring behind servery
- pipework
- cobwebs were seen to high areas
- ceiling tiles

- wall in storeroom

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- underneath towel dispenser
- underneath soap dispenser
- interior to food container
- interior to container storing utensils
- seals to fridges/freezers
- lid to bin
- pedal to bin
- legs to equipment
- wheels to equipment
- wall socket box
- electric sockets
- areas around nozzles to coffee machine
- crumb trays to toaster
- container storing rice

Maintenance

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

- flaking paint to door architrave
- chipped paint to wall
- hole to wall in washing up station
- split seals to upright freezer
- damage to edge to work surface

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)**

Type of Food Safety Management System Required

Observation Your SFBB/food safety management system was in place

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Food Hazard Identification and Control

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria surviving in cooked food
- cross-contamination

Contravention You are not working to your food safety management system:

- it states in your pack that defrosted foods should be used within 3 days including defrost day - defrost day plus 2
- it states in your pack that prepared foods should be used within 3 days. 1 day prep plus 2 days

Traceability

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

Infection Control / Sickness / Exclusion Policy

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

Training

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

- more training is needed as staff are not working to your procedures re storage of prepared and defrosted foods