



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Waitrose And Waitrose Cafe
Address of food business:	2 Church Lane Norwich NR4 6NZ
Date of inspection:	29/11/2024
Risk rating reference:	24/00524/FOOD
Premises reference:	19810/0002/0/000
Type of premises:	Grocery/supermarket
Areas inspected:	Servery, Storeroom, Main Kitchen, Back of House, Warehouse, Yard
Records examined:	Training Certificates/records, Temperature Control Records, FSMS, Cleaning Schedule, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe restaurant

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

Observation - Tongs had been placed and stored with the ice cubes in the ice bucket.

Recommendation - Ensure tongs are placed in a separate, clean and dry container when not in use. This will prevent hands touching the ice and ice becoming contaminated.

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

Observation - The kitchen had been well maintained and the standard of cleaning was good.

Cleaning of Equipment and Food Contact Surfaces

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

Facilities and Structural provision

Observation - I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

Pest Control

Contravention - Pest proofing is inadequate particularly in the following areas -

Observation - Bin lids at the BOH area were not closed.

Recommendation - Ensure bin lids are fully closed to prevent any pest activity around the bins.

Observation - You have a pest control contract in place and there is no evidence of pest activity on the premises.

3. Confidence in Management

A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

Type of Food Safety Management System Required

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.

Infection Control / Sickness / Exclusion Policy

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

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.

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.