



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Aviva Staff Restaurant,
Address of food business:	Norwich Union Insurance Group Surrey Street Norwich Norfolk NR1 3UY
Date of inspection:	12/08/2024
Risk rating reference:	24/00333/FOOD
Premises reference:	16290/4000/0/001
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Servery, Storeroom
Records examined:	FSMS, Pest Control Report, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Staff 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
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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.:

- raw foods i.e eggs were being stored above ready-to-eat foods i.e celery and tuna in brine pouches in the walk-in fridge
- cutting boards were badly scored and need replacing
- tongs were being stored in the ice
- frayed oven cloths stored above foods in storeroom

**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

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

- the hot water was too hot for comfortable hand washing in coffee hub, provide a plug

**Recommendation** move towel dispenser near the wash hand basin in coffee hub

### Personal Hygiene

**Observation** I was pleased to see that standards of personal hygiene were high.

### Temperature Control

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- the display chiller was not keeping foods at below 8°C. This had been reported in April
- the hot display cabinet was not holding foods above 63°C

**Legal requirement** Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

### Unfit food

**Contravention** The following food was unfit because it was past its USE BY date:

- open tacos stored beyond 'Use by' date of 8/8 in the storeroom
- open poppy seeds stored beyond 'Use by' date of 7/8 in the storeroom

### 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:

- 2 x bottles of vinaigrette were being stored beyond the 'Best before' date of 22/7
- open foods i.e marmalade, jams, chocolate spread had been labelled with the wrong date of opening i.e 13/8
- open packet of ground almonds had been labelled with the wrong discard date of April 26

**Guidance** It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed its 'best before' date could be of a reduced quality so you must check it is OK before you use it.

## **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:

- flooring underneath fridges in coffee hub
- flooring underneath equipment in bakery
- floor/wall junctions
- flooring badly marked in washing up station
- pipework

### **Cleaning of Equipment and Food Contact Surfaces**

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

- seals to milk fridge
- tops to undercounter fridge doors
- pedals to pedal bins
- lids to bins
- handles to bins storing dried ingredients
- interior to containers storing dried ingredients
- seals to fridges
- legs to equipment
- wheels to equipment

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

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- badly worn scourer

### **Maintenance**

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

- split seals to fridge
- damage to interior to microwave
- holes to walls

- salad display chiller temperature was running to high
- frayed oven cloths need replacing

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

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

#### **Food Hazard Identification and Control**

**Contravention** The following food safety controls within your food safety management system were not being followed in practice:

- you were not adhering to the chilled food temperature requirements for your display chiller leading to the risk of bacterial growth on food. Food stored above 8°C was being discarded after service, but no mention was made of how long service was (see below for the legal requirement).
- similarly, hot-held food was being held below 63°C leading to the risk of bacterial growth on food (see below for the legal requirement).
- several food items had exceeded their best before date-code, or the 'discard date' assigned to them after opening/decanting.
- foreign body contamination risks were not adequately controlled – badly scored chopping boards were shedding vinyl and a oven cloth was badly frayed. This was evidence systems of maintenance within your food safety management system were either not being applied or were inadequate in scope and detail.
- the standard of cleaning could have been improved and was evidence that your cleaning schedule was either not being followed or was insufficient in scope or detail. Remember to include foot-operated pedal bins, the undersides of dispensers and the handles of equipment in the schedule.

**Legal Requirement** Cold food on display for service may be held at temperatures above 8°C for a single period of no more than 4 hours before being returned to refrigeration or discarded. Hot held food on display for sale may be held at temperatures below 63°C for a single period of up to two hours, before being returned to a temperature above 63°C or discarded. If you rely on either of these temperature control exemptions it is for you to demonstrate you have a system in place which will ensure high risk food is used or discarded within the relevant period.

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

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

- not working to opening and closing checks as food was being stored beyond 'Use by' and 'Best before' dates

#### **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.

Allergens in food

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