



**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:	26/09/2024
Risk rating reference:	24/00394/FOOD
Premises reference:	10300/0001/6/004
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Cleaning Schedule, Temperature Control Records, FSMS, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Large independent department store with six separate restaurants/cafe's.

**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.

<b>Compliance Area</b>	<b>You Score</b>					
Food Hygiene and Safety	0	<b>5</b>	10	15	20	25
Structure and Cleaning	0	<b>5</b>	10	15	20	25
Confidence in management & control systems	0	<b>5</b>	10	15	20	30
<b>Your Total score</b>	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	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:

- jewellery worn by staff (front of house)

**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.

**Information** When preparing or handling food staff should:

- keep hair tied back and wear a suitable head covering, e.g. hat or hair net
- not wear watches or jewellery (except a wedding band)
- not touch their face and hair, smoke, spit, sneeze, eat or chew gum

**Recommendation** Complex equipment (e.g. vacuum packers, slicers, mincers) should be labelled or colour coded so all staff are aware of its designated use for either raw or ready-to-eat foods.

### Hand-washing

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

- no means for hygienically drying hands was available at wash hand basin to counter area in 'The Pantry' restaurant
- numerous wash hand basins were obstructed by a mix of reasons i.e. cabling to electrical equipment, waste bins etc

**Legal Requirement** Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

**Legal Requirement** An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

### Personal Hygiene

**Contravention** The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- food handlers were wearing jewellery
- staff were not wearing suitable protective clothing behind round bar in 'Bay' fish restaurant

**Legal Requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

### Temperature Control

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

- food temperatures were not being monitored to two fridges. I was informed that due to internal operational changes they had been omitted from revised temperature control recording logs for staff to check and record readings
- the bench-top service chiller in The Pantry restaurant was not keeping the food below 8°C

**Legal Requirement** If you rely on selling COLD food (displayed over 8°C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

**Observation** I was pleased to note that you organised for the faulty unit display chiller to be serviced by an engineer during my inspection.

### Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was past its shelf life:

- bread was found past its indicated 'Best Before' date in 'The Pantry' restaurant. I was informed it had been frozen prior to its expiry date and should have been labelled with a 'defrosted on' date by staff.

## **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:

- fly screens

### Maintenance

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

- coving loose/damaged at wall/floor junction in washing up room in the 'The Pantry' restaurant

### 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.

**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 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. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. **(Score 5)**

## Food Hazard Identification and Control

**Contravention** Your food safety management system is not adequate in its scope and/or is not sufficiently detailed. Ensure your food safety management system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

- you had no suitable written procedure for delivery checks/receipt of live lobsters. You could use a similar written procedure you have produced/implemented for live oysters

## Proving Your Arrangements are Working Well

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

- probe calibration records
- you were not monitoring two front of chiller units contrary to your HACCP plan. One in the 'Chapters Cafe' and the other being the staff canteen
- remove non relevant HACCP documentation from 'The Pantry' HACCP bundle i.e HACCP flow charts as they are not an accurate reflection of your present food safety procedures
- you need to regularly audit your HACCP to ensure it up to date and incorporates new food safety control measures etc

## Traceability

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

## 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:

- an incorrect shelf life date label was noted on a high risk meat pie in the 'Deli' counter restaurant

## 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.