

Public Protection (food & safety)**Food Premises Inspection Report**

Name of business:	The George Hotel Norwich
Address of food business:	George Hotel 10 Arlington Lane Norwich NR2 2DB
Date of inspection:	23/07/2025
Risk rating reference:	25/00625/FOOD
Premises reference:	18/00119/FD_HS
Type of premises:	Catering
Areas inspected:	Storeroom, Main Kitchen
Records examined:	SFBB, Training Certificates/records, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hotel with full 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 Hygiene Rating Re-Scoring Visit

Date: 9 September 2025

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Observation I was pleased to see that you had addressed most of the contraventions from your recent food re-rating hygiene inspection. However, the following contraventions need to be addressed:

Contravention the following items require attention:

- food handler was seen wearing a watch
- cap missing to the tap exposing surface which is difficult to clean and disinfect
- interior ceiling to microwave dirty
- interior bottom to fridge dirty
- interior fan to fridge was dirty
- flooring underneath equipment was dirty
- damage to chain fly curtain

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 3 - a generally satisfactory standard



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

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 carton of egg yolks was being stored next to ready-to-eat foods i.e cheese in the walk-in fridge
- cutting boards were badly scored and need replacing
- cutting boards were being stored directly touching
- cloths used to steady boards
- scoops/bowls were being stored in dried ingredients
- open packets of food stored on shelf 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.

Legal requirement Provide smooth, plastic or metal, rodent proof containers with tight fitting lids for the storage of dried foods

Recommendation tea towels/cloths could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised.

Recommendation Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Hand washing

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

- the drainage to the wash hand basin was inadequate
- there was food debris in the wash hand basin

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.

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 Christmas puddings were being stored beyond the 'Best before' date of 21/1 and 29/1
- prepared foods were being stored longer than the recommended 3 days

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

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 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)

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:

- flooring around equipment feet
- flooring behind and under equipment
- floor/wall junctions
- pipe work
- hand contact surfaces such as light switches and door handles
- mastic joints behind sinks
- wash hand basin
- extraction canopy
- cobwebs seen underneath shelving and to walls
- walls

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- cling film dispenser
- food storage containers
- fridge and freezer seals
- chest freezer needs defrosting
- tea towel to interior to bottom to fridge
- hand contact surfaces
- interior to microwaves
- underneath microwave
- legs to equipment
- wheels to equipment
- underneath towel dispensers
- underneath soap dispenser
- knobs to cooker
- interior to hot cupboard
- pedal to pedal bin

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that your cleaning materials, and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

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

- split seals to fridges
- fridge shelving split

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

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

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)**

Type of Food Safety Management System Required

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 The following Safer Food Better Business SAFE METHODS are incomplete:

- Chilling
- Cleaning
- Cooking
- Cross-contamination

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- cleaning and sanitation are poor

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

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- cleaning / clear and clean as you go

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

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

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 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.