Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Roys Cafe
Address of food business:	11 Bowthorpe Main Centre Wendene Norwich NR5 9HA
Date of inspection:	30/07/2025
Risk rating reference:	25/00637/FOOD
Premises reference:	15/00256/FOOD
Type of premises:	Restaurant or cafe
Areas inspected:	Back of House, Servery, Yard, Main Kitchen
Records examined:	Cleaning Schedule, Training Certificates/records, Temperature Control Records, Pest Control Report, SFBB, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe

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 Indicative 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	-

New Rating	**5**	4	3	2	1	0

Your new Food Hygiene Rating is 5 – very good 

1. Food Hygiene and Safety

All issues identified during your food hygiene inspection had been rectified. No food items were found to be past their *use by* or *best before* dates, and a new date control system was in place. All damaged equipment was replaced.

2. Structure and Cleaning

A good standard of cleaning and organisation had been maintained. However, a few areas required more thorough detail cleaning – handwash basin, chiller door/seals/shelves.

3. Confidence in Management

Clear improvement had been made between your initial inspection and rerating visit. The premises was found to be working to a high standard, with comprehensive, up-to-date paperwork, and was in the process of digitalising many regular checks for better control over procedures.

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 2 – improvement is necessary 

1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(15)**

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:

- chopping boards badly scored and worn
- damaged food container
- loose and uncovered food products inside the chest freezer
- plastic cup had been stored within the ice

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

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re-contaminating their hands

Information Taps can re-contaminate hands after washing. First dry your hands with a clean paper towel and then use the towel to turn the tap off.

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:

- staff member was wearing nail varnish while preparing and cooking food

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- 3 tubs of egg mayonnaise past their use by date (29/7/25)
- pack of lettuce past its use by date (30/7/25)
- tuna mayonnaise past its use by date (27/7/25)
- cooked prawns past its use by date (22/7/25)

Legal Requirement High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

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 packs of rolls and 1 loaf of bread past their best before date
- decanted packs of pancakes had no date labels applied on the products
- open tubs of sauces in the fridge not labelled
- defrosted pancakes in the fridge not labelled
- 3 open carton of Crusha not labelled
- 2 tubs of cooked chicken in the freezer not labelled
- staff member was wearing nail vanish
- wrong date and day had been applied for the front of house scones
- utensil had been left inside a tub of tuna mayonnaise

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.

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. **(5)**

Cleaning of Structure

Contravention The following items could not be effectively cleaned and must be covered, made non-absorbent or replaced:

- walls around the back of the house area

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- bottom of the chest freezer

Maintenance

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

- floor surfaces damaged
- wall surfaces damaged

Pest Control

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. **(5)**

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- staff hygiene is inadequate

Proving Your Arrangements are Working Well

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

- 4-weekly checks
- cross contamination/ physical or chemical contamination
- personal hygiene / hand washing

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

Observation You had clearly shown the presence of allergens in your food on your menu.