

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Rasa's Cafe
Address of food business:	31 Earham West Centre Norwich NR5 8AD
Date of inspection:	10/10/2025
Risk rating reference:	25/00775/FOOD
Premises reference:	18/00180/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Yard, Back of House, Main Kitchen
Records examined:	Cleaning Schedule, SFBB, Temperature Control Records, Training Certificates/records
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
<b>Your Total score</b>	0 - 15	<b>20</b>	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	<b>10</b>	10	15	20	-
<b>Your Rating is</b>	5	<b>4</b>	3	2	1	0

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. **(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:

- frozen cakes in the freezer not covered when not in use
- chopping boards scored and dirty
- tub of ice cubes in the chest freezer uncovered, tub was cracked
- tray of vegetables stored underneath the hand wash basin sink
- bins not foot operated

**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.

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

### Hand washing

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

**Observation** I was pleased to see hand washing was well managed.

### Personal Hygiene

**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

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

### Unfit food

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

- mixed salad in the fridge past its use by date (9/10/2025)
- 2 tubs of double cream in the fridge past its use by date (6th & 7th October)
- frozen sardines past its use by date (27/8/2025)
- bottle of sauce in the fridge past its use by date (8/10/2025)

**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:

- Frozen food products inside the chest freezer not labelled
- Incorrect use by dates had been applied on the food products

**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 were dirty and require more frequent and thorough cleaning:

- electric fly killer and tray

**Recommendation** Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

### 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:

- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards

**Information** You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

**Guidance** Even when using a surface sanitiser you should be following the TWO STAGE cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

### Maintenance

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

- floor surfaces damaged

## **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. **(10)**

### Proving Your Arrangements are Working Well

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

- Thursday 9th October 2025 closing checks were missed
- food allergies
- Daily Diary

## Traceability

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

## 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

**Contravention** You are failing to manage allergens properly:

- you have not adequately labelled the foods you are pre-packing for direct sale to your customers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised
- you have not identified the allergens present in the food you prepare

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.