

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	OPs
Address of food business:	Ground Floor, 11 Bank Plain, Norwich, NR2 4SF
Date of inspection:	24/02/2026
Risk rating reference:	26/00219/FOOD
Premises reference:	25/00293/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Delivery note
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 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 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

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

Handwashing

Contravention The following indicated that handwashing was not suitably managed:

- the hot water in the kitchen was too hot for comfortable hand-washing
- there was no suitably designated wash hand basin in the servery

Information No wash hand basin was provided in the servery. The only wash hand basin available was located in the kitchen and was not conveniently accessible for staff working in the servery, which may discourage frequent and effective hand-washing.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene generally good.

Temperature Control

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

- the servery refrigerator was failing to keep milk adequately cold indicating insufficient temperature control

Legal Requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

Guidance All food products should be stored in accordance with the manufacturer instructions.

Unfit food

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 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:

- around equipment feet / under equipment in the kitchen
- front of units and inside of drawers in the kitchen
- wash hand basin and sink in the kitchen

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

- drill holes in wall in the kitchen
- unsealed wooden door frame to the kitchen

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.

Observation The servery area had been well maintained, and the standard of cleaning was good.

Cleaning of Equipment and Food Contact Surfaces

Information personal items such as phones radios in the kitchen must be kept clean and stored so that they do not contaminate the food.

Observation You had colour-coded equipment on which to prepare food.

Cleaning Chemicals / Materials / Equipment and Methods

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

Information Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively.

Maintenance

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

- paintwork worn and peeling in places in the kitchen

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- insufficient or poorly sited wash hand basins (no dedicated wash hand basin in the servery)

Legal Requirement An adequate number of wash-hand basins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water, soap and a hygienic way to dry hands.

Information There was no wash hand basin provided in the servery at the time of inspection. A portable wash hand basin arrived during the inspection but was not yet installed or in use. A graduated and risk-based approach has been taken on this occasion as no food preparation takes place in the servery. The wash hand basin must be installed as a matter of urgency and must be dedicated solely to hand-washing, kept accessible at all times, and not used for any other purpose. Further enforcement action may be considered if this matter is not promptly remedied.

Recommendation You are advised to review the provision of a separate sink in the servery to support drink-making activities.

Pest Control

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Some minor issues were identified relating to staff supervision and training. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(10)**

Type of Food Safety Management System Required

Contravention You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system:

- Opening and closing check templates were available on your laptop; however, these were not being implemented or used at the premises. There was no documented Food Safety Management System (FSMS) in place to demonstrate how food safety risks are identified, monitored, and controlled.

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Information As you are a new business you are permitted the flexibility of extra time to get your food safety management system up to the minimum legal requirements. You must act on this now as your food hygiene rating score may be reduced to a maximum of 1 if the food safety management system does not fully meet the legal standard by the time of the next statutory inspection.

Recommendation Choose Safer Food Better Business as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Information If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website

www.food.gov.uk/business-industry/caterers/sfbb However, do make sure staff have access to it at all times when working.

Recommendation Contact us for details of our Safer Food Better Business workshops on 01603 989600 or visit our webpage www.norwich.gov.uk/foodsafetytraining

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:

- cleaning requires improvement
- lack of wash hand basin in the servery

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Proving Your Arrangements are Working Well

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

- cleaning schedule
- maintenance recording
- staff training records
- temperature records
- opening and closing checks
- four-weekly reviews

Recommendation Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

Traceability

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

Infection Control / Sickness / Exclusion Policy

Guidance UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

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:

- did not appreciate allergen risks
- did not know how long to stay off work after illness.

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

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

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: www.norwich.gov.uk

Allergens

Contravention You are failing to manage allergens properly:

- You are not informing customers about the risk of cross contamination with allergens
- You do not have a system for informing customers about the presence of allergens in the food you prepare
- You have not identified the allergens present in the food you prepare

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition, food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Legal Requirement Any business that produces PPDS food is required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list. www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds

Guidance Prepacked for direct sale or PPDS is food that is packaged at the same place it is offered or sold to consumers and is in this packaging before it is ordered or selected. It can include food that consumers select themselves, as well as products kept behind a counter and some food sold at mobile or temporary outlets.

Information Allergen information could be written down on a chalk board or chart or provided orally by a member of staff. Where the specific allergen information is not

provided up front, clear signposting to where this information could be obtained must be provided.

Information Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

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.