

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Wrights Cafe
Address of food business:	Ground Floor and Basement 1 Bank Plain, NR2 4SF
Date of inspection:	17/03/2026
Risk rating reference:	26/00273/FOOD
Premises reference:	23/00139/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe/Restaurant around 80 seating and additional seating exterior to front of the property. Small kitchen for grill orders and basement preparation and storage room.

**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	<b>5</b>	10	15	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	<b>5</b>	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 Food** was not protected from general sources of contamination. The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with food borne bacteria from other food or equipment.

- Serving spoons left in food in cold drawers after being handled in the ground floor kitchen.
- An induction hob of boiling meat dish/sauce on the under-counter shelf of a preparation table in the basement was at risk of contamination from debris from the preparation taking place on the surface above it.
- A packet of ready to eat salmon was stored in direct contact with a packet of raw beef. Both packages are vulnerable to damage and leakage and thus present risk of cross contamination when stored side by side.

**Contravention** You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging.

- Cardboard trays of salad vegetables stored in a fridge with open ready to eat food.

**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** Separate refrigerators should be provided for raw and ready to eat foods to reduce the risk of cross-contamination.

### Handwashing

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

- The free-standing wash hand unit in the basement preparation room was not in direct contact with the wall around it and debris and staining was building up on the walls adjacent to it.

**Guidance** Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Handwashing should include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

### Personal Hygiene

**Legal Requirement** Washbasins 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 hand drying facilities must be located nearby.

**Legal Requirement** You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

**Guidance** Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- \* After using the toilet.
- \* After handling rubbish.
- \* After smoking.
- \* After taking a break.
- \* After handling raw food

## Temperature Control

**Contravention** The following evidence indicated there was a risk of harmful or spoilage bacteria contaminating food:

- Upright freezers and chest freezers were heavily frosted such that maintenance of correct operating temperature could not be effectively maintained presenting risk of growth of harmful or spoilage bacteria and moulds.

**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.

- It was noted that towards the end of the inspection a sausage roll was on display on counter at the bar and it was not clear how long this high-risk product had been on display at room temperature.

**Recommendation** Put a fridge thermometer in each of your fridges or chillers. These will give you an independent reading of the air temperature inside the unit.

## Unfit food

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

**Observation** I was pleased to note that you 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 and that it was being applied widely.

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

### Cleaning of Structure

**Contravention** The following items/areas were dirty and require more frequent and thorough cleaning:

- Mastic joints behind sinks - see difficult to clean portable/free standing wash hand basin
- Hand contact surfaces such as light switches and door handles
- There was debris and food waste found under equipment and storage shelving in the basement and ground floor preparation area and kitchen and storage areas.
- Around equipment feet generally in preparation areas

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

- Areas of the painted surface in the basement preparation area had become damaged and worn such that effective cleaning was being hindered. This was especially evident where the damage had exposed bare plaster and where previous cleaning had worn through the painted surface (to the side of the portable wash hand basin and around the waste bin)
- The interior surfaces of fridges and freezers were stained and had remains of found debris. This was particularly evident in the base of an upright fridge in the basement and in the under counter cold drawers in the ground floor kitchen. The interior surface of the chest freezer in the basement storage area was also very badly stained and damaged

**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 of Equipment and Food and Hand Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- fridge and freezer handles
- hand contact surfaces on fridges and freezers and other equipment were stained
- fridge and freezer seals
- Interior surfaces of cold storage units
- Blade to the can opener

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

#### 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:

- freezers require defrosting and cleaning
- touch points were dirty (light switches, door handles etc)
- cardboard cannot be cleaned adequately. Do not use it in fridges containing ready to eat food.

**Information** Cardboard cannot be properly cleaned. Do not use it to cover the floor/ shelves of work surfaces in food rooms

#### Facilities and Structural provision

**Recommendation** There was no effective natural or mechanical ventilation in the basement area and it is clear that as the warmer temperatures of summer approach it will become increasingly difficult to maintain a suitable temperature for working conditions and safe handling of high-risk food. You may wish to consider limiting the

amount of time employees are working and type of work that is to be carried out in the basement room.

**Legal Requirement** All food preparation and storage areas must have adequate ventilation either by natural or mechanical means. This is to reduce high humidity, room temperature, cooking odours and air-borne particles.

**Legal Requirement** All areas where food is stored or handled must have sufficient lighting to allow safe food preparation and thorough cleaning.

**Legal Requirement** The facilities for washing food must be separate from the hand-washing facility.

### Pest Control

**Contravention** There is evidence of pest activity on the premises:

- There was a small but persistent presence of flies in the basement preparation room. Increasing the thoroughness and frequency of cleaning in this enclosed area should prevent establishment and continuance of flying insect presence.

**Contravention** Pest proofing is inadequate particularly in the following areas:

- The electric fly killer was not attracting flies as flies were seen in the kitchen. Replace the bulbs to the electric fly killer or replace electric fly killer.

**Legal Requirement** The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

**Legal Requirement** Thoroughly clean and disinfect all articles and equipment that may have come into contact with pests.

**Recommendation** Install the electric fly killer in a suitable position away from natural light sources and food and food preparation surfaces and keep it clean. You may also wish to check the age of the bulb in the fly killer as they do lose their effectiveness as the bulb ages and even though the bulb may be bright it may emit negligible or very reduced amounts of UV light which is the type of light that attracts the insect.

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

- cleaning and sanitation are poor as indicated above
- control of flying insect pests

**Contravention** The documented food safety management system you operate is inadequate as:

- Salad temperature records and display times were incomplete
- The monitoring checks are inadequate to confirm safe cooling periods for cooked meat items that are cooling prior to use as a sandwich filling.

**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 as intended

- cook temperatures for service of hot food and records of the cooling times for batches of food such as the pulled beef and chicken joints/portions, that are to be used without further cooking have not been recorded.

### 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

**Legal Requirement** The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

### Training

**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.

**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

**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](http://www.norfolk.gov.uk/abc)

**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.

## HEALTH & SAFETY

### Slips Trips and Falls

**Contravention** The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall:

- The floor surface very wet and slippery in the wash up area. I understand that this may be a result of a leak from the dish washer. Please confirm when works to address this leak have been carried out.
- There was also a trailing electrical cable across a walkway in the lower ground preparation room presenting risk of injury from tripping and scalding as it was connecting a portable induction cooker to an electrical wall socket. This risk of injury must be addressed as a matter of urgency.

**Information** The HSE has guidance on the controlling the risk of slips, trips and falls [www.hse.gov.uk](http://www.hse.gov.uk)

- [Slips and trips - HSE](https://www.hse.gov.uk/slips/index.htm) & <https://www.hse.gov.uk/slips/index.htm>