

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Holroyd Howe @ Norwich High School for Girls
Address of food business:	Norwich High School for Girls, 95 Newmarket Road, NR2 2HU
Date of inspection:	11/05/2026
Risk rating reference:	26/00375/FOOD
Premises reference:	26/00023/FOOD
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Temperature Control Records, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	School kitchen around 500 customers served everyday

**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>	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	4	3	2	1	0



Your Food Hygiene Rating is 5 - a very 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:

- Widespread use of clingfilm in the kitchen can, when excessive and unchecked present risk of contamination of food with small pieces of plastic. The use of cling film as a temporary covering for opened packets of dried food could be reduced by the provision of lidded containers into which the contents of opened packets of dried goods could be decanted.

**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.

## Handwashing

**Contravention** The following indicated that handwashing was not suitably managed:

- The paper towel dispenser to one of the wash hand basins in the kitchen had not been replenished.

**Legal Requirement** Wash hand basins must be provided with hot and cold running water and suitable drainage, soap and a hygienic way to dry hands.

**Observation** I was pleased to see other aspects of handwashing were generally well managed and that this appeared to be an exceptional lapse.

## Personal Hygiene

**Observation** I was pleased to see that standards of personal hygiene were generally high throughout the kitchen and during my inspection.

## 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.

## **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 area could not be effectively cleaned and must be covered, made non-absorbent or replaced/repaired:

- There was a small split in the floor covering at the walkway through the kitchen which will deteriorate further if not repaired.
- The wall to the rear of the service area was stained/heat discoloured.

**Observation** The structure, fitting and fixtures were found to be clean and generally in good condition clean

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty/stained and must be cleaned more frequently and thoroughly:

- hand contact points and the seals to fridge doors in the cook line were stained on fridges and other equipment indicated in the photographs

## Cleaning Chemicals / Materials / Equipment and Methods

**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.

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

## Maintenance

**Observation** You are generally maintaining the premises in very good condition.

## 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

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

**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 comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(0)**

## Type of Food Safety Management System Required

**Observation** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

**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.

## 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.

**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

**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

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