

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Thomas Franks Ltd At Town Close House Preparatory School
Address of food business:	Town Close House Preparatory School, 14 Ipswich Road, Norwich, NR2 2LR
Date of inspection:	05/05/2026
Risk rating reference:	26/00379/FOOD
Premises reference:	25/00303/FOOD
Type of premises:	School
Areas inspected:	Servery, Dry Store, External Store, Storeroom, Main Kitchen
Records examined:	Temperature Control Records, FSMS, Cleaning Schedule, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Contract caterer serving school of about 500 children ages 3-13

**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** 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:

- personal items (such as mobile phones) close to food in food areas
- flaking tape to shelf edge above preparation area
- loose elastic band hanging above salad preparation area
- other food preparation was taking place on the worktop labelled for vegetable preparation - please use areas as labelled or designated
- brown board - vegetable - was being used for ready to eat salad preparation - please use boards as colours dictate
- opened packets of dry goods
- chopping boards stored touching in the rack

**Guidance** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued guidance on controlling E. coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

**Recommendation** Use silicone board mats to stabilise your cutting boards (not tea towels or cloths). These can be placed in the dishwasher and /or can be sterilised.

**Recommendation** Complex equipment (e.g. vacuum packers, slicers, mincers) should be labelled or colour coded so all staff are aware of its designated use for either raw or ready-to-eat foods. You are not using the meat slicer.

In line with the E Coli guidance, I also strongly recommend you designate a raw meat only preparation surface/area.

**Recommendation** Place sacks or large bags of dried foods into lidded containers to reduce spills (remembering to clean containers before refilling).

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

### Handwashing

**Information** If not used properly gloves are likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be disposable and should always be changed between the handling of raw and ready-to-eat foods. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

**Information** We have a handwashing demonstration kit which you might like to borrow in order to demonstrate the principles of correct hand washing to your staff. Contact the Duty Officer on 01603 989600 for more information.

**Information** View the video on good handwashing technique at <https://www.youtube.com/watch?v=VyIx2K2vhKI>

**Recommendation** Provide non-hand operated taps for hand washing e.g. knee operated or motion sensors to all wash basins. Some have this already.

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

### Personal Hygiene

**Observation** Provide a bin close to the wash hand basin.

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

### Temperature Control

**Recommendation** In 2017, the Food Standards Agency confirmed that Lion eggs are the only ones that are safe to be consumed runny, or even raw, by everyone including vulnerable groups. If you are preparing egg containing dishes that are less than thoroughly cooked (i.e., tiramisu; runny boiled eggs; mousse etc.) you should be using eggs that meet the lion brand standard or using egg that has been processed in a way to make it safe (i.e. pasteurised egg).

**Observation** Prepared salad fridges were operating above 5° C. This is above your own critical limits and had been reported.

**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 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)**

### Structure and Maintenance

**Observation** Cleaning throughout was generally good.

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

- external freezer store walls where lining paper was lifting
- chipped and worn paint to doors, architraves and woodwork throughout
- flaking and peeling paint/surface to high level Kitchen walls
- worn paint to surface of wall directly behind worktop in salad preparation area
- exposed areas of bare and unfinished plaster on walls and/or ceilings
- unsealed wooden structures
- broken tiles to cills
- some holes to Kitchen floor

### Cleaning of Equipment and Food Contact Surfaces

**Observation** You had dedicated equipment for the preparation of raw and for ready-to-eat foods.

**Observation** You had colour-coded equipment on which to prepare food, but this was not always followed.

## 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.

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

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

## Facilities and Structural provision

**Observation** I was pleased to see adequate facilities had been provided.

## Pest Control

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

- the external doors to the Kitchen and Store were left open
- windows also unscreened

**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)**

### Type of Food Safety Management System Required

**Observation** Your Food Safety Management System was in place and generally working well. I was confident you had effective control over most 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.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

## 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:

- pest control is inadequate
- maintenance is poor

## Proving Your Arrangements are Working Well

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

- despite being stated in your policy to wash salad using a chemical, not all staff were aware of this or following this
- your sanitiser, D10, stated on the bottle a contact time of 5 minutes. Staff were using a shorter contact time. Please investigate - the contact time probably relates to the dilution, but it is important you clarify this, train staff and implement. (I would however recommend a shorter contact time)
- you have identified temperatures in the salad fridges that exceed your policy. These have been reported but no action taken.

## 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.

## 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

**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 identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

**Observation** You had devised a chart listing all the food you provide with the allergens present in each.