

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Rooftop Gardens
Address of food business:	Level 6 Union Building, 51 - 59 Rose Lane, Norwich, NR1 1BY
Date of inspection:	14/05/2026
Risk rating reference:	26/00381/FOOD
Premises reference:	16/00335/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	External Store, Storeroom, Main Kitchen, Prep Room
Records examined:	SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Bar and 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 Hygiene Rating Re-Scoring Visit

Date: 2 June 2026

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Compliance Area	Re-Rating 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 Re-Rating is	5	4	3	2	1	0
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Your revised Food Hygiene Rating is 5 – a very good standard



### Inspector's Notes:

I was pleased to see that:

- Many of the contraventions outlined in your food hygiene inspection had been addressed.
- Significant repairs and improvements have been made to the structure of the external food storage and food preparation rooms.
- The general standard of cleanliness had improved.
- Pest proofing measures had been strengthened.
- A food safety management system (FSMS) (Safer Food Better Business) was in place and supported by up-to-date electronic monitoring records.

The following matters still require attention:

- Worn chopping boards and food containers should be replaced as damaged surfaces may shed particles and can no longer be effectively cleaned.
- A few items and areas require more frequent cleaning (e.g. dishwasher trays / tin opener / hand contact points / behind and under equipment / inside the ice machine).
- Further work is needed to demonstrate consistent implementation of your FSMS including ensuring your new SFBB is being followed by staff.
- Allergen management requires improvement.

## 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
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Your Food Hygiene Rating is 2 - improvement is necessary



### 1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.  
**(10)**

#### 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:

- cut limes kept in cardboard box
- scoops stored in ice and flour
- miscellaneous clutter due to poor housekeeping
- damaged equipment is in use that could shed broken particles - fryer basket and badly scored chopping board

**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.

**Legal Requirement** Cleaning chemicals should be stored in an area separate from food so that they cannot contaminate the food. They should be stored in sealed containers with clear use instructions.

**Recommendation** When you are storing bags of dried foods in a container keep the container clean to prevent the harbourage of dried food pests.

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

**Recommendation** Put lids on the containers of dried food to prevent contamination.

**Recommendation** Regularly check equipment for deterioration. For example, the plastic coating on food tongs splits and cracks over time and risks plastic contaminating food and makes cleaning difficult.

**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.

## Handwashing

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

- using gloves without suitable procedures to ensure they remain hygienic
- wash hand basins were dirty
- the hot water in the external food preparation room was too hot for comfortable hand washing
- no soap or means for hygienically drying hands was available at the wash hand basin in the terrace bar area
- equipment was seen draining in the wash hand basin in the terrace bar area

**Legal Requirement** An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

**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.

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

## Personal Hygiene

**Legal Requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

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

### Temperature Control

**Legal Requirement** If you rely on selling COLD food (displayed over 8°) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

**Legal Requirement** Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63° or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C until it is sold or it should be discarded.

**Information** Please make yourself aware of the dangers posed by E.coli 0157 particularly to the young and the elderly. Infection with E.coli 0157 can be fatal or result in kidney failure requiring lifelong dialysis.

**Guidance** You cannot rely on taking chilled food temperatures by reading the temperature display on the refrigeration unit. 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.

**Guidance** It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges, you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

**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** 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.

### Unfit food

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

- salmon found past its use by date

**Guidance** If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food

when you have defrosted it to ensure it is used before it becomes unsafe. In practice foods should be frozen at least a week before the USE BY date and when defrosted labelled with a date so that it is used within 2 days.

### 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:

- syrups used at the bar are stored in containers that look identical to containers used for storing chemicals
- the current date labelling system in use is unclear and is leading to confusion resulting in inaccurate labelling

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(15)**

### Cleaning of Structure

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

- wash hand basin
- walls particularly behind food preparation surfaces
- mastic joints behind sinks
- high level cleaning
- hand contact surfaces such as light switches and door handles
- fly screen
- floor wall junctions
- electric fly killer and tray
- behind and under equipment
- around equipment feet
- front of fridges

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

- the fridge shelves are rusting
- rawl plugs and drill holes in wall

**Recommendation** Remove redundant items and equipment from food rooms.

**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 Contact Surfaces

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

- fridge and freezer handles
- coffee machine
- food processor
- knives
- microwave
- ice machine
- hand contact surfaces
- fridge shelving
- fridge and freezer seals
- cutlery
- crockery
- chopping boards

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

## 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.

**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:

- broken upright freezer in the main kitchen
- no light in the walk-in fridge in the external storage room
- top cap missing from tap
- paintwork worn or peeling in places
- floor surfaces damaged in the main bar area
- damaged doors to the external storage and food preparation rooms

## Facilities and Structural provision

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

## Pest Control

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

- damaged fly screen in the external food preparation room
- large holes in the doors to the external food preparation rooms

**Contravention** Your staff are unaware how to protect your premises from the threat of pests. Ensure that your staff are adequately trained.

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

**Guidance** Keep the outside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation.

**Guidance** Refer to the guidance on pests in your Safer Food Better Business pack.

**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:

- You hold an SFBB pack from the previous food business operator; however, no current FSMS is in place, and it requires renewal. Some electronic monitoring checks are undertaken but these are not part of a documented system.

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

**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.

**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](http://www.food.gov.uk/business-industry/caterers/sfbb)

### 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:

- staff training is inadequate
- pest control is inadequate
- cleaning and maintenance requires improvement

**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:

- pest control records
- maintenance recording

**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.

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

## Training

**Contravention** The following evidence indicates there is a staff training need as staff members:

- did not appreciate the need for adequate pest proofing

## Allergens

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

- you have not identified the allergens present in the food you prepare
- you are not informing customers about the risk of cross contamination with 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)

**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](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**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 upfront, clear signposting to where this information could be obtained must be provided.

**Information** The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- be sure you know exactly what your allergens are
- convey this information to your customers accurately and consistently

**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 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)

- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

**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.

**Recommendation** Add allergy information to your menu.