

Public Protection (food & safety)**Food Premises Inspection Report**

Name of business:	Linzers Bakery
Address of food business:	3 Albertine Close Sweet Briar Industrial Estate Norwich NR3 2FA
Date of inspection:	27/05/2026
Risk rating reference:	26/00422/FOOD
Premises reference:	23/00279/FD_HS
Type of premises:	Bakehouse - manufacturer
Areas inspected:	All
Records examined:	FSMS, Temperature Control Records, Third Party Audit, Pest Control Report, Supplier Audits, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Bakery manufacturing bread and cakes. No high-risk items

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 3 - a generally satisfactory standard



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:

- miscellaneous clutter due to poor housekeeping and much redundant equipment
- glass, ceramic articles or tin cans used to scoop or contain food
- damaged equipment is in use that could shed broken particles or fibres (2 types of damaged conveyor belt)
- plastic tape covering a switch over conveyor area
- tape holding broken casing together on F2 spiral mixer, above the bowl
- some plastic broken to storage containers

Guidance The FSA (visit 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 Regularly check equipment for deterioration. Several pieces of redundant equipment or equipment waiting repair were seen. I recommend these be removed or fixed as soon as possible to also alleviate some mechanical tasks having to be done by hand.

Hand-washing

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

Personal Hygiene

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

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.

Unfit food

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.

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)

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:

- although a tray wash is available this is frequently not used. Trays were dirty.

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 were dirty and require more frequent and thorough cleaning:

- walls particularly behind food preparation surfaces
- high level cleaning in main bakery and to area to right of staircase as you descend into the bakery
- floor wall junctions
- ceiling
- behind and under equipment
- around equipment feet
- ducting

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

- exposed areas of bare and unfinished plaster on walls and/or ceilings
- as above but for paintwork

Recommendation Remove redundant items and equipment from food rooms.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer handles
- mixer
- weighing scales
- fridge and freezer seals
- food storage containers
- inside proover

Cleaning Chemicals / Materials / Equipment and Methods

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.

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.

Maintenance

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

- paintwork worn or peeling
- wall surfaces damaged
- woodwork damaged
- equipment as detailed above

Information F2 spiral mixer broken case

Frayed edge to conveyor belt and dough divider belt though not being used currently

Facilities and Structural provision

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

Pest Control

Observation You have a pest control contract in place and there is no evidence of pest activity on 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. 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

Observation A good Food Safety Management System is in place. It will require review if you commence making meat pies.

There were some few lapses in some monitoring sheets.

However overall matters are failing because the premises and equipment are deteriorating and planned maintenance not taking place.

You are waiting to instruct for this year's Salsa audit to take place.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers.

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 in some areas:

- staff training is inadequate
- plant and/or equipment is poor
- maintenance is poor

- cleaning and sanitation are poor

Proving Your Arrangements are Working Well

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

- food safety issues not adequately recorded and actioned
- maintenance recording
- cleaning schedule

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

Contravention The following evidence indicates there is a staff training need as food handlers:

- were not aware of the correct contact time for the sanitiser
- formal training was done over 10 years ago
- were not cleaning properly

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

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Allergens

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