

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Court De Padel Norwich LTD
Address of food business:	Unit 6, 5 Whiffler Road,NR3 2AG
Date of inspection:	02/06/2026
Risk rating reference:	26/00427/FOOD
Premises reference:	26/00006/FD_HS
Type of premises:	Leisure centre
Areas inspected:	Main Kitchen, Servery
Records examined:	Cleaning Schedule, FSMS, SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe serving panel courts

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 4 - a good 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:

- Outer cardboard boxes/packaging in fridge with prepared items
- The Vac pac machine, used solely for raw meat should be kept separately from other equipment used for ready to eat food
- The Electric Fly Killer needs to be relocated. It was above a food preparation surface and dead flies had been ejected into the juicing machine
- Some prepared leaves such as spinach were not being washed before use, as the labelling requires. Other products were ready to eat
- Ensure raw and ready to eat food, even if packaged are stored apart in the freezer

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 hand washing
- 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 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.

Hand washing

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

- Ensure the bar wash basin is only used for hand washing. Staff were not clear on this.

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.

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

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

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

Personal Hygiene

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

Temperature Control

Guidance The Food Standards Agency has produced guidance on less than thoroughly cooked (LTTTC) burgers which you can link to here:
<https://www.food.gov.uk/business-guidance/introduction-less-than-thoroughly-cooked-beef-burgers-guidance>

Guidance There are 2 exemptions from temperature control requirements (providing all other food safety requirements are met):

1. Cooked pies and pasties containing meat, fish or vegetables or any combination of these, encased in pastry, to (which nothing has been added after baking) and uncut sausage rolls that are intended to be sold on the day of production or the next day.
2. Uncut baked egg and milk pastry products e.g. custard tarts and Yorkshire curd tarts, intended for sale within 24 hours of production.

This might be applicable to some pastry items you sell. You are also to investigate the cream filled products, as these are thought to be shelf stable.

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:

- Salad bags dated 31.5 and 1.6.

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:

- Staff bags in bar
- Staff drinks near open cakes
- Staff food in Kitchen fridge

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and

procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(0)**

Cleaning of Structure

Observation The kitchen had been well maintained and the standard of cleaning was good.

Cleaning of Equipment and Food Contact Surfaces

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

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.

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.

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.

Pest Control

Observation I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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 have compiled your own Food Safety Management System, however this was incomplete. I could find no mention of pre requisites, no frozen storage stage, and no mention of your hygiene policy on piercings, as a few examples. Although you also have various monitoring forms in place.

Your documentation makes no reference of vacuum packing, regarded as a high risk activity. I do not believe you do this to enhance shelf life beyond 10 days, but you should familiarise yourself with the guidance:

<https://www.food.gov.uk/business-guidance/vacuum-packaging>

Please review your policy. Alternatively you could choose to use the SFBB pack available free to download and complete:

<https://www.food.gov.uk/business-guidance/safer-food-better-business-sfbb>

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 Poultry and Egg products From Poland:

The Food Standards Agency have noted a recent increase in Salmonella enteritidis illness in the UK, and several larger outbreaks. This illness has been linked to the consumption of Polish poultry meat (mostly chicken, but also turkey and duck), and egg products. If you use and handle these products in catering, retail or wholesale trade please be aware of the risks and the importance of observing good hygiene practices such as thorough cooking, and good practices to prevent cross contamination. Ensure that you evidence this within your Food Safety Management System.

Food Hazard Identification and Control

Contravention The control methods you have put in place at the following critical control points are not sufficient:

- Methods of control at critical points, stock rotation, washing salad, raw and cooked separation etc
- Staff were not aware of the contact time of your sanitiser.

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.

However some bar staff were still awaiting training.

Allergens

Information Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

Guidance Pre-packed for direct sale or PPDS is food that is packaged at the same place it is offered or sold to consumers and is in this packaging before it is ordered or selected. It can include food that consumers select themselves, as well as products kept behind a counter and some food sold at mobile or temporary outlets.

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.