

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Brownies & Coffee
Address of food business:	2 Guildhall Hill Norwich NR2 1JH
Date of inspection:	04/06/2026
Risk rating reference:	26/00488/FOOD
Premises reference:	26/00176/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Small cafe - basement kitchen with occasional preparation (toasties to order) in drinks servery bar.

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 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:

- Personal items of equipment (such as mobile phone/ tablet computer) were in close proximity to food in food areas
- Dirty cloths were found in use around the coffee machine in the ground floor servery.
- Dirty cloths and personal equipment were found on food preparation counters in the basement kitchen.
- Fly spray and cleaning chemical containers in close proximity to food handling tongs in the servery area.

- Opened packets of dried food stored under stained and damaged work surface shelves presented risk of contamination of dried foods
- Open trays of food were stored in the basement kitchen fridge on top of each other presenting risk of contamination from the underside of stained food trays
- Miscellaneous waste packaging and unused items and general clutter was hindering effective cleaning throughout the basement kitchen.
- The handle to the chest freezer had been removed exposing surfaces (including a bare screwhead) that could not be effectively cleaned
- Miscellaneous clutter due to poor housekeeping throughout the back of house areas
- Cleaning chemicals were stored next to food
- Several tubs of cream cheese with storage indicating that the food should be refrigerated were found on the floor in the basement kitchen at room temperature.

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

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

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

Hand washing

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

- There was no suitably designated wash hand basin in the basement kitchen
- Wash hand basin in basement kitchen not connected to water supply
- There was no soap or adequate means for hygienically drying hands was available at the ground floor servery 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.

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.

Personal Hygiene

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

Legal Requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water. Soap and hand drying facilities must be located nearby.

Information There is a method for effective hand washing in your Safer Food Better Business pack

Temperature Control

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.

Unfit food

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

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)

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 in the basement kitchen
- Walls and the ceiling in the basement kitchen were generally stained and deteriorating
- Wall and work surfaces to the rear of the coffee bar were damaged and stained.

- Bare wood was exposed and stained on the surface of the door to the kitchen
- The vinyl floor covering was not sealed to wall or under counter shelving and could not be effectively cleaned and was allowing the accumulation of dirt and food debris
- Dirt and food debris had accumulated behind the chest freezer
- Area of work surface with bare fibre board were stained in the basement kitchen
- The wash hand basin to the ground floor servery was not effectively sealed to the wall and water leak damage was found around the coffee machine
- Bare wood was visible from the exposed timber framing to the panini preparation counter in the bar
- Walls particularly behind food preparation surfaces
- Deterioration of work surfaces in the kitchen exposing absorbent chipboard and was not capable of being effectively cleaned
- Long term dirt accumulation to side of food preparation sink
- Painted wall surfaces deteriorating and hindering effective cleaning
- Bare fibreboard exposed under work surface and undercounter shelving with flaking paint/varnish

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

- Open cut ends of plastic coated shelving/counter surfaces
- Walls and door and ceilings in rooms where food is prepared
- The cracked surface of an electrical socket in the coffee bar servery could not be effectively cleaned.
- Unsealed wooden structures
- Rawl plugs and drill holes in walls
- Mdf or chipboard shelves and countertops
- Chipped dented wooden architrave and door frames

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.

Information A detergent is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

Recommendation Remove redundant items and equipment from food rooms.

Recommendation Improve your housekeeping so that cleaning can be effectively and efficiently carried out.

Cleaning of Equipment and Food Contact Surfaces

Information personal items such as phones radios in the kitchen must be kept clean and stored so that they do not contaminate the food

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- Freezers require defrosting
- Cleaning equipment is stored in areas near open food
- You are not cleaning often or thoroughly enough
- Touch points were dirty (light switches, door handles etc)

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.

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.

Recommendation Store items such as mops, buckets and rooms in an area, room or cupboard separate from a food areas.

Maintenance

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

- Area around food preparation sink not securely sealed to wall surface
- Evidence of leak from waste water pipe in kitchen
- Silicon sealant damaged
- Worktops damaged or worn
- Paintwork worn or peeling
- Wall surfaces damaged
- Woodwork damaged

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- insufficient storage space
- insufficient or poorly sited wash hand basins
- insufficient number of sinks
- inadequate worktop space

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

Legal Requirement The facilities for washing food must be separate from the hand-washing facility.

Legal Requirement An adequate number of wash-hand basins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water.

Pest Control

Contravention There is evidence of pest activity on the premises:

- There was a persistent presence of flies in the basement kitchen.

Contravention Pest proofing is inadequate particularly in the following areas:

- The electric fly killer was not attracting flies as flies were seen in the kitchen.
Replace the bulbs to the electric fly killer or replace the electric fly killer.

Legal Requirement Thoroughly clean and disinfect all articles and equipment that may have come into contact with pests.

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

Recommendation Thorough cleaning will reduce the attraction to pests
It is better to prevent and discourage access than to kill with spray once in the food room.

Use of sprays only when food is covered and time must be allowed for the pesticide to take effect and settle prior to working with open food in a confined food preparation room such as the basement kitchen

Recommendation Install the Electric Fly Killer in a suitable position away from natural light sources and food and food preparation surfaces and keep it clean

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

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.

Information The absence of complete documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

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:

- the premises structure is unsuitable
- the layout of the kitchen is poor and not conducive to good food hygiene practices and preventing contamination of food being prepared
- services and facilities are inadequate
- pest control is inadequate
- maintenance is poor
- cleaning and sanitation are poor

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 You are not working to the following safe methods in your SFBB pack:

- personal hygiene / hand washing
- maintenance / pest control
- The system of date labelling or stock rotation was badly disorganised
- Stock was found to be stained and appeared to have been long term stored with little evidence of stock rotation or control.
- Details of regular deep cleaning in the SFBB pack were not consistent with the general level of cleanliness in the basement kitchen
- cleaning / clear and clean as you go
- 4-weekly checks

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

- four-weekly reviews
- food safety issues adequately recorded
- pest control records
- maintenance recording
- daily records
- cleaning schedule

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

Legal Requirement The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

Legal Requirement If you produce waste you have a duty of care to:

- Ensure that the person who takes control of your waste is licensed to do so.
- Take steps to prevent it from escaping from your control.
- Store it safely and securely.
- Prevent it from causing environmental pollution or harming anyone.
- Describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else.

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.

Allergens

Recommendation

- Written notice should be on display asking customers to inform staff about their allergies or food intolerances and to warn them that food is prepared by hand in a small kitchen and absence of traces of allergens cannot be guaranteed in any of the products on sale
- You should inform customers about the risk of cross contamination with allergens

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

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.