

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Little Squirrels Play Forest
Address of food business:	70 Castle Mall Norwich, NR1 3DD
Date of inspection:	29/06/2026
Risk rating reference:	26/00490/FOOD
Premises reference:	17/00107/FOOD
Type of premises:	Nursery
Areas inspected:	Main Kitchen
Records examined:	SFBB, Temperature Control Records, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Nursery for up to 40 children aged 3 months to 5 years

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:

- chopping boards were stored touching
- open dry goods
- eggs in box were stored at the top of the fridge near ready to eat foods
- flies were seen in the Kitchen

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.

Guidance If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 82° for 15 seconds) between uses.

Recommendation Empty sacks or large bags of dried foods into lidded containers to reduce spills and prevent contamination. However please retain date codes and other product information for traceability (remembering to clean containers before re-filling).

Recommendation Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

Recommendation Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

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

Hand washing

Information We have a hand washing 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 Hand washing is required:

- * before handling ready-to-eat food
- * after touching raw food and its packaging, including unwashed fruit and vegetables
- * after a break/smoking
- * after going to the toilet
- * after cleaning
- * after removing waste
- * after blowing your nose

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

Personal Hygiene

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

Legal Requirement You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

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

Temperature Control

Guidance Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

Recommendation Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature of the food.

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:

- fish had been frozen with no additional labelling and was now past its use by
- opened cheese dated and labelled by staff once opened was found past the date of 26 June still in the fridge.

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:

- some items that had been opened had no date coding applied as your systems require i.e. perishable grated cheese

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

Information Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

Observation The kitchen had been well maintained and the standard of cleaning was good. You had already ordered the missing oven door and were not using this.

Cleaning of Equipment and Food Contact Surfaces

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.

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 the premises had been well maintained and that adequate facilities had been provided.

Pest Control

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

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)**

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 outlined above.

Proving Your Arrangements are Working Well

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

- at the time of inspection temporary Kitchen staff were working in the Kitchen Items such as poor stock rotation and date coding show evidence of not following your SFBB. A new Chef is soon to start. At that time the SFBB pack should be fully reviewed with them in case changes are needed
- regular gaps were seen in monitoring documents, often on a Friday which is unsatisfactory. This had also not been checked by Managers

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

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

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

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

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.

HEALTH & SAFETY

Matters of evident concern

Contravention The following matters were of immediate concern:
When I arrived the half guard to the Kitchen doorway was not in place. Although no preparation was taking place this must be closed at all times to prevent child access.