

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Tatlers Restaurant
Address of food business:	21 Tombland Norwich NR3 1RF
Date of inspection:	08/09/2026
Risk rating reference:	26/00653/FOOD
Premises reference:	23/00332/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Temperature Control Records, Pest Control Report, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	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 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:

- damaged equipment is in use that could shed broken particles (worn chopping boards, spatula, scourers and food containers)

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.

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

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

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

Hand washing

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

- the drainage to the wash hand basin was inadequate

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.

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

Personal Hygiene

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

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

Contravention The following food was unfit (and was seized or destroyed in my presence) because it did not conform to food safety requirements:

- cabbage in the basement chiller
- pickled turnip in the basement chiller

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

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:

- most foods were labelled with their date of production or opening. However, there was no clear system to identify discard dates for foods, and no evidence was available to demonstrate how shelf lives had been determined for products such as pickled items. This could result in food being retained beyond a safe or appropriate shelf life.

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).

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.

Information A vacuum packing machine was stored in the kitchen but was not in use. If not required, it should be removed from the food preparation area. Any future use would need to be supported by appropriate HACCP-based controls.

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.

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:

- taps to sink
- 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 (i.e. the hand contact surface on the basement walk in chiller)

- floor wall junctions
- ceiling
- behind and under equipment
- around equipment feet

Contravention The following could not be effectively cleaned and must be covered:

- rawl plugs and drill holes in wall

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer handles
- hand contact surfaces
- fridge shelving
- fridge and freezer seals
- food storage containers
- crockery
- chopping boards

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

- some fridge shelves are rusting
- split seal to fridge

Information Using complex equipment like weighing scales, vacuum packing machines, slicers and mincers for preparing both raw and ready-to-eat foods cannot be done safely. Adequate cleaning and disinfection can only be achieved by dismantling the equipment regularly.

Observation You had colour-coded equipment on which to prepare 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:

- you are not cleaning often enough
- touch points were dirty (light switches, door handles etc)
- the cleaning equipment was dirty and worn (i.e. scourers and sponges)

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.

Maintenance

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

- rust to freezer lid

- floor surfaces damaged
- wall cladding damaged in places
- drainage to the wash hand basin was inadequate

Observation Kitchen refurbishment works are planned.

Facilities and Structural provision

Observation I was pleased to see that 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. Your records are appropriate and generally maintained but some deficiencies were identified. All the significant food hazards are understood and controls are in place. 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 The Safer Food Better Business food safety management system you use does not cover some of the higher risk catering you are doing. You need to supplement the pack with additional HACCP based safe methods to cover all the types of catering you are carrying out:

- no documented HACCP-based controls were in place for pickling processes used to extend shelf life
- a vacuum packing machine was present on the premises - appropriate HACCP controls would be required if it is brought back into use

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.

Recommendation MyHACCP is a free web tool that will guide you through the process of developing a food safety management system based on Hazard Analysis and Critical Control Point (HACCP) www.myhaccp.food.gov.uk

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

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:

- maintenance requires improvement
- cleaning 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.

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

- shelf-life management and the identification of discard dates

Proving Your Arrangements are Working Well

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

- cleaning schedule
- chilling / chilled storage / display of chilled food
- 4-weekly checks

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.

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.

Allergens

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

Observation Customers were provided with allergen information through discussion on arrival at the restaurant.