



**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                  |                                   |
|----------------------------------|-----------------------------------|
| Name of business:                | The Belgian Monk                  |
| Address of food business:        | 7 Pottergate Norwich, NR2 1DS     |
| Date of inspection:              | 20/09/2026                        |
| Risk rating reference:           | 26/00725/FOOD                     |
| Premises reference:              | 21/00306/FD_HS                    |
| Type of premises:                | Public House with catering        |
| Areas inspected:                 | All                               |
| Records examined:                | FSMS, Temperature Control Records |
| Details of samples procured:     | None                              |
| Summary of action taken:         | Informal                          |
| General description of business: | Pub restaurant 50 - 75 seating    |

**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   |
| <b>Your Total score</b>                    | 0 - 15    | 20 | 25 - 30 | 35 - 40 | 45 - 50 | > 50 |
| <b>Your Worst score</b>                    | 5         | 10 | 10      | 15      | 20      | -    |
| <b>Your Rating is</b>                      | 5         | 4  | 3       | 2       | 1       | 0    |

Your Food Hygiene Rating is 2 - improvement is necessary



### **1. Food Hygiene and Safety**

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(5)**

#### **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:

- an electric fly killer was position to the rear of a food preparation area. This presented risk of contamination of open food with debris from the collection tray.

**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.

## Hand washing

**Legal Requirement** An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

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

## Personal Hygiene

**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.

**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.

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

## **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:

- debris and staining found on the floor of the main kitchen to the side of the cooker
- debris and dirt under the main cooker
- floor badly stained in walk in freezer being used as dry store
- floor stained in the walk-in refrigerator.
- staining on the ceiling and high areas of walls in the rear kitchen.
- hand contact surfaces such as light switches and door handles stained
- walls stained in rear kitchen
- extract canopy filters in the kitchen are badly stained with grease

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

- surfaces around the opening to the food lift were deteriorated such that effective cleaning was hindered
- the floor covering was not effectively sealed to the wall in the rear kitchen  
rawl plugs and drill holes in wall area of the rear kitchen

- the seal between pieces of wall covering by the wash-up sink is allowing debris to accumulate and cannot be effectively cleaned.
- open electrical conduit allowing access by pests and hindering effective cleaning.

**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.

#### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- interior of oven in rear kitchen
- staining found to the underside of the soap dispenser at the wash hand basin
- Hand contact points on undercounter fridges were badly stained
- burnt-on grease on cooking pans
- fridge and freezer seals
- seal around oven in the service (front) kitchen

#### 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:

- touch points were dirty (light switches, door handles etc)

#### Maintenance

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

- the closure mechanism to the walk-in freezer being used as dry store was not in working order not allowing the door to be closed and allowed potential access by pests
- water on the floor beneath the washup sink from a leak in the sink itself or from the nearby dish washer
- wall surfaces damaged with screw holes exposed and seals to wall covering panels deteriorating
- coving loose at wall floor junction in the rear kitchen
- wall cladding damaged and deteriorating

#### Facilities and Structural provision

**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** The electric fly killer is sited adjacent to an area where food is stored/handled. This must be re-sited to a suitable position where it can function effectively without presenting risk of contamination of open food.

**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** Records of cleaning and temperature checks had lapsed since 15 September 2026.

**Legal Requirement** Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

**Recommendation** Recording the time and temperature at the start and end of the cooling period for batches of food that contain meat (such as belly pork or carbonata) will help to demonstrate that cooling periods are sufficiently short to prevent harmful bacteria multiplying to levels that may cause illness.

**Information** The period of time that batches of high risk food spend between 65°C to 8°C is generally recommended to be less than 90 minutes.

**Information** The absence of sufficient 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:

- plant and/or equipment is poor
- maintenance is poor
- cleaning and sanitation are poor

**Contravention** The documented food safety management system you operate is inadequate as:

- you do not detail the frequency of monitoring checks
- there was no clear definition of where the critical control points are in your operation

- there was no diagram indicating the flow of food through the business
- there were no records of temperature checks or cleaning activities from 15 September 2026

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

- opening and closing checks
- temperature records
- maintenance recording
- daily records
- cleaning schedule

### Traceability

**Observation** Reputable suppliers are being used and food items could be traced back to suppliers.

### 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

**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 have 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

**Recommendation** Staff showed good understanding of food safety principles but were clearly hindered by the deterioration of the structure and equipment which is hindering effective cleaning.

**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

**Contravention** You are failing to manage allergens properly:

- information on allergens on display is not consistent with current menu offering
- you have not identified the allergens present in all the food you prepare

**Legal Requirement** Caterers must provide allergy information on all un-packaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**Information** The Food Standards Agency has produced a chart that you may find useful [www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**Information** Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided upfront, clear signposting to where this information could be obtained must be provided.

**Information** Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT 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** The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit

- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

**Recommendation** Keep up to date with updates to menu

**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.