



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Wroxham Diner + Shop / Cafe @ CCN / Platform Cafe @ CCN
Address of food business:	Norwich City College 5 Ipswich Road Norwich NR2 2LJ
Date of inspection:	17/10/2022
Risk rating reference:	22/00532/FOOD
Premises reference:	22/00184/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Storeroom, Main Kitchen
Records examined:	Temperature Control Records, FSMS, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	College with full catering with outlets

**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 Hygiene Rating Re-Scoring Visit**

Date: 22 May 2023

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Inspectors notes:

**Observation** I was pleased to see that most of the contraventions had been addressed and improved

**Contravention** The following items require attention to cleaning

- Flooring underneath the shelving in the storeroom
- Flooring underneath equipment
- Handle to the container storing sugar
- Flooring underneath equipment in the washing up area
- Wheels to equipment
- Tap to wash hand basin to entrance to kitchen

**Recommendation** I recommend that these items are added to your cleaning schedule

## **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 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. **(Score 5)**

### Contamination risks

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

### Hand-washing

**Observation** I was pleased to see handwashing was well managed.

### Personal Hygiene

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

### 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:

- iceberg lettuce was seen rotting in the fridge

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

### Cleaning of Structure

**Contravention** The following items were dirty and require more frequent and thorough cleaning:

- floor/wall junctions
- flooring underneath equipment
- flooring underneath shelving in storerooms
- behind tap to wash hand basin
- pipework
- walls behind equipment
- flooring in Costa

### Cleaning of Equipment and Food Contact Surfaces

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

- underneath towel dispenser
- handle to storage container containing sugar
- interior to storage container containing sugar
- blade to can opener
- wheels and legs to equipment
- seals to fridge in Starbucks
- ice machine in Starbucks

### 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. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### Safer Food Better Business/Food Safety Management System that works

**Contravention** The following matters demonstrate your Food Safety management system is not working as it should:

- you are not working to your cleaning schedule as more attention is needed to cleaning

### 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.