



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Norwich City Football Club - Corporate Catering
Address of food business:	Norwich City Football Club Carrow Road Norwich NR1 1JE
Date of inspection:	03/03/2023
Risk rating reference:	23/00197/FOOD
Premises reference:	05/00135/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Back of House, Storeroom, Dry Store, Main Kitchen
Records examined:	Temperature Control Records, Pest Control Report, Cleaning Schedule, FSMS, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Corporate catering operation at football stadium.

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

Your Food Hygiene Rating is 5 - a very 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

**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:

- The brown chopping board was badly scored and needs to be replaced.

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

**Observation** I was pleased to see your vacuum packer was used for ready-to-eat foods only.

#### 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.

## **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:

- Around equipment feet.
- Behind and beneath equipment.
- Mastic joints behind sinks.
- Wash hand basin.
- Taps to one of wash hand basins located in the Top of the City kitchen was covered in limescale. Clean and disinfectant.
- Ceiling vents covered in dust.
- The top surface of the oven.

**Observation** The kitchen had been well maintained and the standard of cleaning was good.

**Recommendation** Some of the castors and wheels to heavy duty equipment were dirty or rusty. I recommend you clean the castors and wheels regularly. If you are unable to keep them clean due to rust, it is recommended that you replace them.

### Cleaning of Equipment and Food Contact Surfaces

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

- The blade to the heavy duty can opener was encrusted in food, which can cause contamination of the food in the next tin opened. This part of the can opener must be cleaned and sanitised regularly.

#### Cleaning Chemicals / Materials / Equipment and Methods

**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.

#### Maintenance

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

- floor surfaces damaged.
- The mastic sealant to the large stainless-steel sink needs replacing.
- The floor covering located by the blast chiller was splitting/cracking and needs to be repaired.

**Recommendation** A water leak was noted at the base of the blast chiller equipment. I recommend you investigate the nature of the water leak and carry out any maintenance or repairs as required.

#### 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

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises.

### **3. Confidence in Management**

A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

#### Type of Food Safety Management System Required

**Observation** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

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

**Recommendation** I recommend you review your HACCP manual and ensure out of date information is brought up to date, i.e., update and remove names of catering staff who no longer work within the business.

**Observation** You were date labelling perishable foods appropriately, however, it was noted that old labels were not being taken off plastic containers prior to using them for food storage and putting on new labels. Ensure you remove all old date labels off plastic containers before putting on an up-to-date label.

#### 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

**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.

**Observation** You had clearly shown the presence of allergens in your food on your menu.

**Observation** You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.