



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Notcutts Garden Centre
Address of food business:	Daniels Road Norwich NR4 6QP
Date of inspection:	01/10/2024
Risk rating reference:	24/00416/FOOD
Premises reference:	04750/4000/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	None
Records examined:	Pest Control Report, Cleaning Schedule, Temperature Control Records, Training Certificates/records, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafeteria in garden centre

**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 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 plastic coating to the food cooking tongs at the grill and the plastic cover to the clipboard, holding the temperature records, was damaged and split presenting a risk of physical contamination to food, of small plastic pieces.

Wash hand basins in the two servery areas were found to be holding non hand washing items such as a cleaning cloth and discarded milk. Wash hand basins must only be used for personal hygiene.

#### **Hand-washing**

**Legal Requirement Legal Requirement** A wash hand basin (WHB) was being used for discarding excess milk and rinsing the milk jug. You should review your instructions to staff and actual practices at the serveries in order that the legal requirement to have a wash hand basin that is suitably convenient and solely used for

hand washing is understood and adhered to, in usual practice, at all times that food is being handled in the servery areas.

Otherwise hand washing was generally well managed.

**Observation** The colour coding system used for allergens, gluten free, vegan, etc. was clear and being implemented effectively

**Observation** Recent replacement of all seals to fridges and freezers

## **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)**

### **Facilities and Structural provision**

**Observation** Generally of a high standard with a few minor issues noted. i.e.

- Cleaning to underside of the soap dispensers (see photo's),
- lids to flour container damaged - plastic lug missing off one side of the hinge part - if the plastic becomes brittle/breaks it may contaminate the flour, recommend replacing the lid.
- plastic utensils discoloured and difficult to clean (flour jug).
- Chipboard exposed at the end of the laminate shelving in the 2nd servery.

## **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)**

**Observation** A good and comprehensive food management system was available, up to date and seen to be working. Staff training records were in place.

### **Traceability**

**Observation** Your records were such that food could easily be traced back to its supplier.