

**Public Protection (food & safety)****Food Premises Inspection Report**

Name of business:	Wroxham Diner + Shop / Starbucks & Costa
Address of food business:	Norwich City College 5 Ipswich Road Norwich NR2 2LJ
Date of inspection:	20/03/2025
Risk rating reference:	25/00271/FOOD
Premises reference:	22/00184/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Storeroom, Servery, Main Kitchen
Records examined:	Cleaning Schedule, Temperature Control Records, FSMS, Pest Control Report, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	College with full catering

**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 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**

**Recommendation** Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

**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.

**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 hand washing 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.

## 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:

- cardboard box stored in fridge

**Legal requirement** Absorbent containers e.g cardboard boxes, must not be used for the storage of foods in refrigeration units, as they are not capable of being effectively cleaned

## **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:

- flooring behind and under equipment
- flooring under shelving in storerooms
- floor/wall junctions
- walls behind equipment
- pipe work
- flooring to walk-in fridge/freezer
- flooring to front to walk-in freezer

**Observation** The kitchen had been well maintained

### Cleaning of Equipment and Food Contact Surfaces

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

- lid to container storing rice
- interior to food containers
- wheels to equipment
- legs to equipment

- underneath towel dispenser
- seals to fridges/freezers
- sides to fridge/freezer doors
- notch to top to fridge door
- trolley
- cling film/foil/baking parchment dispensers
- trays to dishwasher
- nozzles to coffee machines
- underneath towel dispenser in Costa outlet

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

**Observation** I was pleased to see 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:

- split handle to tongs
- bare mdf to hole to counter
- split seals to fridge numbered 4
- split seals to fridge in Costa
- split seals to fridge in Starbucks
- floor to Costa badly damaged

#### 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**

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)**

#### 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 as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

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

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

- cleaning schedule

#### 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.

#### Allergens in food

**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.