

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:	21/05/2025
Risk rating reference:	25/00445/FOOD
Premises reference:	05/00135/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Cleaning Schedule, Temperature Control Records, FSMS, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Catering at large 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
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 following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- damaged equipment is in use that could shed broken particles i.e 'spider' metal sieve. This item was disposed of immediately when brought to your attention

Hand washing

Contravention The following indicated that hand washing was not suitably managed:

- the drainage to the wash hand basin was inadequate (slow to drain)
- the hot water was too hot for comfortable hand washing

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

Personal Hygiene

Recommendation Keep a waste bin near the wash-hand basin

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- carton of milk out of temperature control in an unused kitchen. This was disposed of straight away when brought to your attention

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- carton of milk past the indicated 'Use by' date in one of your walk-in chillers

Legal Requirement High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

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:

- behind and under equipment
- build up of cobwebs to upper corners to some kitchen windows (see my comments under confidence in management)

Maintenance

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

- floor surfaces damaged
- rust to wheels of equipment

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- no fly screen fitted to an open window in one of the kitchens

Observation You have a pest control contract in place.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. **(Score 5)**

Type of Food Safety Management System Required

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- identify hazards to food
- identify the critical limits (what is acceptable and unacceptable)
- monitor critical control points to ensure critical limits are met
- keep appropriate records to demonstrate control measures are effective

Proving Your Arrangements are Working Well

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

- cleaning schedule. Some parts of kitchen requiring cleaning were omitted from your cleaning schedule. i.e. windows. This most likely accounted for why there was a build up of cobwebs to some kitchen windows
- minor lapse in opening and closing checks as out of date stock was found
- no obvious written procedure was shown to me to check and dispose of any out of date foods with a 'Use by' date, Best Before date or your own labelling system. Wording, as indicated in your written procedures, required out of date food to be only be recorded on a wastage sheet

Observation I was pleased to note that prior to the completion of my inspection you immediately updated both your cleaning schedule and stock rotation instructions for staff to follow which covered the above matters.

Traceability

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

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.