

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

Name of business:	Central Hotel
Address of food business:	The Central Hotel 8 - 9 Riverside Road Norwich NR1 1SQ
Date of inspection:	29/05/2025
Risk rating reference:	25/00477/FOOD
Premises reference:	24/00254/FD_HS
Type of premises:	Hotel
Areas inspected:	All
Records examined:	Temperature Control Records, Training Certificates/records, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hotel serving continental breakfast

**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 excellent. You demonstrated full 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. **(Score 0)**

#### **Temperature Control**

**Observation** Reduce the number of temperature gauges in your fridge and keep the others as back up in case of failure.

### **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**

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

### Cleaning of Equipment and Food Contact Surfaces

**Observation** You had colour-coded equipment on which to prepare food.

### 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.

### Pest Control

**Contravention** Pest proofing is inadequate particularly in the following areas:

- A hole in the internal wall cladding where the water supply has been plumbed in for the yet to be fitted dish washer. This may allow access to pests from other areas of the premises. Also the waste pipe for the dishwasher exiting to the exterior should be sealed due to the gap existing around it which may allow access to pests.

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

### Type of Food Safety Management System Required

If you choose not to use the Safer Food Better Business 'Retailers ' pack, the food safety policy you use must be accurate and reflective of the process you follow for continental breakfast service. The points noted and discussed should be amended and the document and dated for annual review should the process change.

**Recommendation** To include details of food safety supervision you have provided to your staff prior to formal training taking place.

### Food Hazard Identification and Control

**Observation** Low risk operation

### Allergens

**Observation** To provide information on allergens to your customers you are currently referring to manufacturers labelling.

**To provide a robust reference system** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff. This can be done using a matrix from the Food Standards Agency website using the link below:

<https://brandhub.food.gov.uk/share/4Cr49ufro4AMBymXE8E3>