

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Ginger Lily Catering Ltd
Address of food business:	Kiosk 2 Mall Kitchen 99 Castle Quarter Norwich NR1 3DD
Date of inspection:	05/12/2024
Risk rating reference:	24/00552/FOOD
Premises reference:	24/00232/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Storeroom, Main Kitchen
Records examined:	Temperature Control Records, SFBB, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Events caterer

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.

Date: 11 May 2025

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Inspectors notes:

Observation I was pleased to see that all contraventions listed in your inspection dated 5/12/2024 had been addressed

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 3 - a generally satisfactory standard



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require

your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

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.:

- cling film stored loose

Legal requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Hand-washing

Observation I was pleased to see handwashing was well managed.

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- food handlers were wearing watches

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Recommendation It is a government recommendation that eggs are stored in the fridge

Unfit food

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

- prepared brown sauce was being stored beyond its 'Use by' date of 30/11
- onion ginger was being stored beyond its 'Use by' date of 7/11
- open jam was being stored beyond its 'Use by' date of 29/10 and 7/11
- smoky cheddar flavour slices was being stored beyond its 'Use by' date of 25/10
- cranberry sauce was being stored beyond its 'Use by' date of 30/11
- other prepared foods were being stored beyond their 'Use by' dates

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend

you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday. (An exception is cooked rice which should not be kept longer than 24 hours)

Guidance If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before the USE BY date and when defrosted labelled with a date so that it is used within 2 days

Poor Practices

Observation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- no dates of when opened on open sauces in the walk-in fridge
- vegan cheese slices stored beyond 'Best before' date of 3/12
- blueberries stored beyond display date of 22/11

Guidance It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed its 'best before' date could be of a reduced quality so you must check it is OK before you use it.

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 structural items were dirty and require more frequent and thorough cleaning:

- flooring underneath equipment
- pipework

Contravention The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- untreated mdf or wooden shelving

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- can opener
- underneath towel dispenser
- shelving to walk-in fridge
- lid to chest freezer
- interior around top to chest freezer

Observation You had dedicated equipment for the preparation of raw and for ready-to-eat foods.

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria such as *E. coli* 0157 between surfaces:

- food handler unaware of the contact time of the sanitiser

Maintenance

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

- split seals to double door fridge
- lid to small chest freezer badly marked

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)**

Food Hazard Identification and Control

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria surviving in cooked food

Proving Your Arrangements are Working Well

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

- opening/closing checks i.e storing food beyond use by dates
- personal hygiene - it states in your pack that only health watches were allowed to be worn

Traceability

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

Infection Control / Sickness / Exclusion Policy

Guidance UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.