

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of business:	Home Cafe
Address of food business:	102 Thorpe Road Norwich NR1 1BA
Date of inspection:	19/08/2025
Risk rating reference:	25/00705/FOOD
Premises reference:	13/00169/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe in residential area busy passing trade and regulars

### **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**

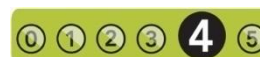
### **Food Hygiene Rating Re-Scoring Visit**

Date: 30 September 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.

Compliance Area		Re-Rating 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 Re-Rating is	5	4	3	2	1	0	

Your revised Food Hygiene Rating is 4 – a good standard



## **Food Hygiene**

### **Summary:**

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)**

**Recommendation** There was an open sack of flour in the kitchen near the rear door. The provision of lidded containers for the contents of sacks of flour reduce the risk of spillage and contamination.

**Recommendation** There were a number of items of inert waste in the yard to the rear of the kitchen. Inert waste can allow cover for access by pests.

## **Structure and Cleaning**

### **Summary:**

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)**

**Legal Requirement** The plastic wall covering to the rear of the cooker was deteriorating from to the heat from the cooker. In rooms where food is processed the walls must be smooth, non-absorbent and capable of being easily cleaned.

## **Confidence in Management**

### **Summary:**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

**Recommendation** Recording time and temp at start and end of cooking period for batches of chicken and other meat that is to be chilled would help to show that cooling has been quick enough to prevent bacteria growing

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### **How we calculated your previous 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
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Your Food Hygiene Rating is 1 - major improvement is necessary



### **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.  
(10)

### Handwashing

**Contravention** The following indicated that handwashing was not suitably managed:

- the drainage to the wash hand basin was inadequate
- staff were not seen washing their hands when I visited
- no soap was available

### 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:

- best hand-washing practices were not observed
- staff were not using the wash-hand basin regularly instead to practice of using gloves, this alone is not a suitable replacement for regular effective hand washing.

**Legal Requirement** Washbasins must be available, suitably located and designated for cleaning hands, not used to store dirty clothes. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water. Soap and hand drying facilities must be located nearby.

### Temperature Control

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

- Greek style cheese stored at 9.4°C
- foods were not being stored at the temperature directed by the manufacturer
- food temperatures were not being monitored
- cold foods were being stored above 8°C

**Legal Requirement** Cooked sliced ham stored in a salad chiller at 9.4°C  
Sun dried tomatoes once opened stored at ambient

### 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:

- storage of ready to eat foods out of temperature range above 8°C

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(10)**

### **Cleaning of Structure**

**Contravention** The following items were dirty and require more frequent and thorough cleaning:

- wash hand basin
- high level cleaning above the solid top griddle
- extraction canopy
- ceiling
- behind and under all equipment
- around equipment feet

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

- walls due to the cladding having become deformed from the heat of the griddle

### **Cleaning of Equipment and Food Contact Surfaces**

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

- damaged Logik under counter fridge. Due to corrosion at the base of the door
- fridge and freezer handles
- fridge and freezer seals

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

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

- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards
- the cleaning equipment was dirty a number of 5 litre containers were dirty with an accumulation of grease and dirt.

### **Maintenance**

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

- freezer lids were damaged and broken and cannot be easily cleaned

### **3. Confidence in Management**

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned, and formal enforcement action is likely. **(20)**

#### **Type of Food Safety Management System Required**

**Contravention** You did not have a food safety management system available.

**Contravention** Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence, you could not demonstrate an effective system for managing food safety hazards.

- no available or monitoring records. Staff on duty were not familiar with the pack and were not able to demonstrate an understanding of the requirements. Implement Safer Food Better Business or an equivalent food safety management system.

#### **Food Hazard Identification and Control**

**Contravention** The following pre-requisites have not been met, and this means that your food safety management system will be ineffective:

- waste management is poor
- staff training is inadequate
- maintenance is poor
- cleaning and sanitation are poor

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

- bacteria growing on food

#### **Proving Your Arrangements are Working Well**

**Contravention** The following Safer Food Better Business SAFE METHODS are incomplete:

- cross-contamination
- cooking
- cleaning
- chilling

#### **Traceability**

**Legal Requirement** No identifying stock control although only one cooking atov

#### **Infection Control / Sickness / Exclusion Policy**

**Contravention** There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastrointestinal illness:

- staff that report these diseases must not work with food until they are 48

- symptom free, when asked staff were not aware.
- staff must be trained to report these diseases

### Waste Food and other Refuse

**Contravention** The following evidence indicated that waste food was not being disposed of appropriately:

- the external bin was so full the lid could not be closed, this will attract pests and vermin

### Training

**Contravention** The following evidence indicates there is a staff training need as food handlers:

- were not washing their hands often enough
- were not aware of the food safety management system
- unaware of the allergens contained in the foods for sale
- unsure of the temperature hot foods must be stored at once cooked when kept in a hot cabinet.
- did not have any food safety training in line with their job role.

### Allergens

**Contravention** You are failing to manage allergens properly:

- you have not adequately labelled the foods you are prepacking for direct sale to your customers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised. this included sandwiches with various fillings, a range of salads and a variety of cakes
- you have not identified the allergens present in the food you prepare

**Legal Requirement** A range of sandwiches prepared on site without full labelling.

**Information** The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- be sure you know exactly what your allergens are
- convey this information to your customers accurately and consistently

**Information** The Food Standards Agency has produced a chart that you may find useful [www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**Guidance** Prepacked for direct sale or PPDS is food that is packaged at the same place it is offered or sold to consumers and is in this packaging before it is ordered or selected. It can include food that consumers select themselves, as well as products kept behind a counter and some food sold at mobile or temporary outlets.

## **Stock Control Management**

There was a lack of control of the prepacked foods on display for sale in that a large quantity were passed their 'best before' date alongside those that were in date. However, foods marked with best-before dates may be sold after their marked dates, provided that they remain of good quality and are fit for human consumption. In these circumstances retailers should ensure that customers know that the date has expired before they make the decision to buy. The manufacturer is responsible for the quality of the product until the stated best-before date; if the retailer chooses to sell the product after the stated date, the retailer must then take responsibility for the quality of the product. Clearly displaying the product, reducing the price and explaining why must be done.