

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Dixies Diner
Address of food business:	86 School Lane Norwich NR7 8TQ
Date of inspection:	20/11/2025
Risk rating reference:	25/00843/FOOD
Premises reference:	07/00212/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Training Certificates/records, SFBB, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Café

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 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.
(10)

Contamination risks

Contravention Food was not protected from general sources of contamination:

- cutting boards were badly scored and need replacing
- scourer was badly worn
- uncovered foods i.e cucumber stored in fridge

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

Hand washing

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

- staff were not seen washing their hands when I visited

Information Hand washing is required:

- before handling ready-to-eat food
- after touching raw food and its packaging, including unwashed fruit and vegetables
- after a break/smoking
- after going to the toilet
- after cleaning
- after removing waste
- after blowing your nose

Information Proper hand washing is essential in preventing the spread of E. coli 0157 and other harmful bacteria onto food and food contact surfaces. Proper hand washing must include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

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:

- protective clothing was insufficient to cover everyday clothes
- best hand-washing practices were not observed
- jewellery/ watches worn when preparing food

Legal requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

Temperature Control

Recommendation. It is good practice to check the core temperature of cooked and reheated foods to ensure they reach required cooking temperatures (75°C for 30 seconds or an equivalent time/temperature combination).

Unfit food

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

- food i.e Crunchy coleslaw kit was being stored beyond its 'Use by' date of 15/11

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

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:

- no date of when opened on open ham in fridge

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.

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 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)

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:

- flooring underneath equipment
- floor/wall junctions
- wall behind equipment
- cobwebs seen under equipment
- electric wall sockets and switches
- extraction canopy

Information Cardboard cannot be properly cleaned. Do not use it to cover the floor/shelves of work surfaces in food rooms

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- microwaves
- hand contact surfaces
- fridge shelving
- drawers to fridges and freezers
- fridge and freezer seals
- handle to chest freezer
- food storage containers

- can opener
- racks to dishwasher
- foot stool
- wheels to equipment

Cleaning Chemicals / Materials / Equipment and Methods

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Maintenance

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

- pooled water seen under equipment
- damage to freezer drawers
- handle to oven
- loose flooring, this was mentioned in your last report
- holes to wall
- covering to shelving

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- filters were missing from their position in the canopy.

Pest Control

Observation I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

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. **(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.

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 growing on food
- cross-contamination

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- staff SFBB training records. add yourself and Alison to the staff training lists in your Safer Food Better Business pack
- opening and closing checks not completed at time of visit

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

- cleaning schedule, method of cleaning needs to be added to your 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.

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Training

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

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

Contravention You are failing to manage allergens properly:

- you have not adequately labelled the foods you are pre-packing for direct sale to your customers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised
- add all allergens to your allergen matrix and bring this to the attention of your customers