



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Fields News And Convenience
Address of food business:	9 Tombland Norwich NR3 1HF
Date of inspection:	30/09/2025
Risk rating reference:	25/00762/FOOD
Premises reference:	25/00207/FD_HS
Type of premises:	Convenience Store
Areas inspected:	Storeroom, Other
Records examined:	Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Convenience store

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 2 - improvement is necessary



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. (5)

Handwashing

Contravention The following indicated that handwashing was not suitably managed:

- sink in the kitchen used as a wash hand basin was dirty

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

Recommendation Ensure you have a clean wash hand basin available near the toilet.

Personal Hygiene

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

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

Unfit food

Contravention The following food was unfit (and was taken off sale in my presence) because it was past its USE BY date:

- rice and chicken ready meal was found to be past 'use by' date

Recommendation The following food may have been of a reduced quality and if sold may not be of the standard demanded by the consumer:

- cakes were found to be past 'best before' date

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

Guidance It is permitted to sell food after its BEST BEFORE date but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

Poor Practices

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

- wrapped food was stored on the floor which could lead to contamination and damaged packaging

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory, and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. There is evidence of pest activity or inadequate waste disposal provision. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(15)**

Cleaning of Structure

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

- wash hand basin
- high level cleaning

- hand contact surfaces such as light switches and door handles
- floor wall junctions
- ceiling
- shelving throughout the shop
- behind and under shelving
- grills on chillers

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Recommendation Improve your housekeeping.

Cleaning Chemicals / Materials / Equipment and Methods

Recommendation Store items such as mops, buckets and rooms in an area, room or cupboard separate from a food areas.

Maintenance

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

- wall surfaces damaged in various places
- woodwork and shelving damaged
- floor surfaces damaged
- wall cladding damaged
- ceiling damaged and poorly constructed in various places throughout the shop

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- insufficient storage space (stock was stored on the stairs and waste was stored on the floor in the storeroom)

Pest Control

Contravention There is evidence of pest activity on the premises:

- flying insects
- various rat glue traps were found in the store under shelving

Contravention Pest proofing is inadequate particularly in the following areas:

- holes in the internal wall cladding
- ceiling poorly constructed in places and panels missing
- large hole in the ceiling

Contravention Your staff are unaware how to protect your premises from the threat of pests. Ensure that your staff are adequately trained.

Legal Requirement Adequate provision must be made for the storage and disposal of waste. Refuse stores are to be designed and managed in such a way as to enable them to be kept clean and, where necessary, free of animals and pests.

Legal Requirement The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

Recommendation Install the Electric Fly Killer in a suitable position away from natural light sources and food and food preparation surfaces and keep it clean

Recommendation Employ the services of a pest controller.

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises

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

Contravention You are a low-risk business and do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. You still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and handover diary etc.

Information As you are a new business you are permitted the flexibility of extra time to get your food safety management system up to the minimum legal requirements. You must act on this now as your food hygiene rating score may be reduced to a maximum of 1 if the food safety management system does not fully meet the legal standard by the time of the next statutory inspection.

Information You can download a Safer Food Better Business Retail pack and refill diary pages from the FSA website: www.food.gov.uk/business-guidance/safer-food-better-business-for-retailers

Recommendation Choose Safer Food Better Business as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers and could demonstrate effective systems for controlling bacterial growth.

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
- facilities are inadequate
- pest control is inadequate
- maintenance is poor
- cleaning and sanitation are poor

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Proving Your Arrangements are Working Well

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

- pest control records
- cleaning schedule
- stock rotation

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.

Waste Food and other Refuse

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

- waste was stored on floor in the upstairs storeroom and taken away by the owner
- there was no evidence that the waste was being collected by an approved contactor

Legal Requirement the Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

Legal Requirement If you have waste, you have a duty of care to:

- Ensure that the person who takes control of your waste is licensed to do so.

- Take steps to prevent it from escaping from your control.
- Store it safely and securely.
- Prevent it from causing environmental pollution or harming anyone.
- Describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else.

Training

Observation No formal training but staff were trained to check temperatures.

Contravention Staff training on stock rotation was inadequate.

Allergens

Observation All food was wrapped and labelled, which included allergen information.

4. Health and safety

Contravention Items of stock were found on the stairs to the upper floor. This presents a risk of injury from falling. So far as is reasonably practicable, every floor in a workplace and the surface of every traffic route must be kept free from obstructions and articles which may cause a person to slip, trip or fall.

Regulation 12(3) Workplace (Health, Safety and Welfare) Regulations 1992.