

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Holland And Barrett @ Morrisons
Address of food business:	1 Albion Way Norwich NR1 1WR
Date of inspection:	04/11/2025
Risk rating reference:	25/00821/FOOD
Premises reference:	25/00295/FD_HS
Type of premises:	Health food shop
Areas inspected:	All
Records examined:	Training Certificates/records, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Retail shop

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 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 contamination are in place. **(0)**

Contamination risks

Observation I was pleased to see you were able to demonstrate effective controls to prevent contamination.

Handwashing

Observation You use the nearby facilities for handwashing within the Morrisons store and you have additional hand sanitiser gel available near the till point. All products sold are wrapped.

Observation I was pleased to see handwashing was well managed.

Personal Hygiene

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

Temperature Control

Observation All food products sold are ambient, shelf table products.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(0)**

Cleaning of Structure

Observation The premises had been well maintained, and the standard of cleaning was exceptionally high.

Maintenance

Observation I was pleased to see the dedicated concession isle had recently been refurbished.

Facilities and Structural provision

Observation Extra stock and cleaning products are kept in fully enclosed, locked cupboards within the Morrisons storeroom.

Observation I was pleased to see that adequate facilities had been provided.

Pest Control

Observation You have a pest control contract in place (Morrisons store contract) and there is no evidence of pest activity on the premises.

3. Confidence in Management

A food safety management system is in place, and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(0)**

Type of Food Safety Management System Required

Observation Your food safety management system was in place and working well. I was confident you had effective control over hazards to food. You use an electronic stock management system.

Proving Your Arrangements are Working Well

Observation Daily checks are completed and recorded electronically; this includes daily cleaning tasks.

Traceability

Observation Your records were such that food could easily be traced back to its supplier (one dedicated 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

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.

Observation You had measures in place to dispose of waste food appropriately (waste is collected when deliveries arrive).

Training

Observation I was pleased to see that staff had been trained to an appropriate level and evidence of their training was made available.

Allergens

Observation All products are pre-packed with allergen information available on the labels. Staff also completes training on allergens.