

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Corner Express
Address of food business:	169 Drayton Road, Norwich, NR3 2AA
Date of inspection:	25/02/2026
Risk rating reference:	26/00149/FOOD
Premises reference:	26/00022/FD_HS
Type of premises:	Convenience Store
Areas inspected:	All
Records examined:	Invoice
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 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 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

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

Observation You operate a convenience store that only sells wrapped, pre-packaged food.

Handwashing

Contravention No suitable means for hygienically drying hands was available at the wash hand basin.

Legal Requirement Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

Personal Hygiene

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

Temperature Control

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

- the display chiller was not keeping high-risk foods (ready to eat pasties, sandwiches and other products) at below 8°C
- high-risk foods were not being stored at the temperature directed by the manufacturer
- food temperatures were not being monitored and the refrigerator used to store high-risk foods was switched off at the time of inspection

Legal Requirement The cold chain is not to be interrupted. However, limited periods outside temperature control are allowed for handling during preparation; transport; storage; display and service of food provided that it does not result in a risk to health.

Guidance All food products should be stored in accordance with the manufacturer instructions.

Recommendation Put a fridge thermometer in each of your fridges or chillers. These will give you an independent reading of the air temperature inside the unit.

Unfit food

Contravention The following food was unfit (and was taken off sale in my presence) because it did not conform to food safety requirements:

- high-risk food items found out of temperature control

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:

- food temperatures were not being monitored and the refrigerator used to store high-risk foods was switched off

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. **(5)**

Cleaning of Structure

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

- hand contact points in the storeroom

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

- walls in the storeroom
- rawl plugs and drill holes in wall in the storeroom

Observation The shop part of the premises had been well maintained, and the standard of cleaning was good.

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

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

- wall surfaces damaged in the storeroom
- damage to the floor in the storeroom

Facilities and Structural provision

Observation I was pleased to see the premises had been generally well maintained and that adequate facilities had been provided.

Pest Control

Guidance Keep the outside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation.

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. Some minor issues were identified relating to staff supervision and training. 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 do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.

- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

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.

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

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

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 (no temperature control)

Proving Your Arrangements are Working Well

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

- temperature records
- staff training records

Recommendation Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

Traceability

Observation Your records were such that food could 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

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

Training

Contravention The following evidence indicates there is a staff training need:

- Staff were using poor food storage practices, with high-risk foods stored outside of temperature control. Staff were also unaware of the requirement to keep foods at a safe temperature.

Legal Requirement Food business operators must ensure that staff members are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Allergens

Observation Food items sold at the premises were wrapped and labelled (including allergen information).