

Public Protection (food & safety)

Food Premises Inspection Report

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|----------------------------------|---|
| Name of business: | Mercatino |
| Address of food business: | 195 Plumstead Road Norwich NR1 4AB |
| Date of inspection: | 27/02/2026 |
| Risk rating reference: | 26/00163/FOOD |
| Premises reference: | 25/00247/FD_HS |
| Type of premises: | Retail shop |
| Areas inspected: | All |
| Records examined: | Cleaning Schedule, SFBB, Training Certificates/records, Temperature Control Records |
| 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 cross-contamination are in place. **(0)**

Contamination risks

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

Handwashing

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage, soap and a hygienic way to dry hands.

Information If not used properly gloves are likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be disposable and should always be changed between the handling of raw and ready-to-eat foods. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

Observation You have a wash hand basin with hot and cold water in the w.c. and another wash hand basin in the shop area.

Personal Hygiene

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

Temperature Control

Information All food products should be stored in accordance with the manufacturer instructions. For example, some cheeses are to be stored below 4°C.

Guidance There are 2 exemptions from temperature control requirements (providing all other food safety requirements are met):

1. Cooked pies and pasties containing meat, fish or vegetables or any combination of these, encased in pastry, to (which nothing has been added after baking) and uncut sausage rolls that are intended to be sold on the day of production or the next day.
2. Uncut baked egg and milk pastry products e.g. custard tarts and Yorkshire curd tarts, intended for sale within 24 hours of production.

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.

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.

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

Recommendation Seal wooden shelving to create a cleanable, none-absorbent surface.

Observation The structure and general standard of cleaning were very good, with the premises observed to be clean, tidy and well maintained.

Cleaning Chemicals / Materials / Equipment and Methods

Information You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

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

Observation I was pleased to see the premises had recently been refurbished.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- there was no supply of hot water to the wash hand basin in the shop area

Legal Requirement An adequate number of wash-hand basins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water.

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

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

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

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

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.

Training

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

Allergens

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your customers.