

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Roys
Address of food business:	77 - 87 Magdalen Street Norwich, NR3 1AA
Date of inspection:	13/03/2026
Risk rating reference:	26/00264/FOOD
Premises reference:	10560/0077/0/000
Type of premises:	Grocery/supermarket
Areas inspected:	All
Records examined:	SFBB, Daily diary, Pest 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
<b>Your Total score</b>	0 - 15	20	<b>25 - 30</b>	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	<b>10</b>	15	20	-
<b>Your Rating is</b>	5	4	<b>3</b>	2	1	0

Your Food Hygiene Rating is 3 - a generally satisfactory standard



### 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)**

#### Contamination risks

**Contravention** The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- bakery items in vented packaging were stored on dirty shelves

#### Handwashing

**Observation** I was pleased to see handwashing was suitably managed.

#### Personal Hygiene

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

## 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.

## **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:

- around equipment feet
- behind and under shelving and equipment
- floor wall junctions
- high level cleaning

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

- fridge shelves showing signs of rust
- shop shelves showing signs of rust
- bread shelves damaged and contaminated with sticky residue in places

**Recommendation** Improve your housekeeping.

**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.

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- fridge shelving
- gullies to the display chillers

### Maintenance

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

- floor surfaces were damaged in several areas throughout the shop
- woodwork and wall surfaces damaged

- paintwork worn and chipped on several fridges
- water pooling in the warehouse

### Facilities and Structural provision

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

### Pest Control

**Contravention** Pest proofing is inadequate particularly in the following areas:

- external door in the shop area
- large shutter in the warehouse

**Recommendation** Fill gaps around external doors, windows, drainage and or surface pipes.

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

**Observation** I was pleased to see that you have a pest control contract.

## **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** You are using SFBB as your food safety management system and records were up to date.

**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:

- standard of cleaning and maintenance requires improvement

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

- cleaning schedule
- maintenance schedule

**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 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.

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

### Waste Food and other Refuse

**Observation** You were employing the services of an approved waste contractor.

**Contravention** The external area requires attention as waste and rubble were observed near the bin storage area. The area must be cleared and maintained in a clean and tidy condition to prevent harbourage for pests and to support effective waste management.

### Training

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

### Allergens

**Observation** I was pleased to see that food products were wrapped with clear allergen information provided.