

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Gem Of Norwich
Address of food business:	2 - 6 Thorpe Road Norwich NR1 1RY
Date of inspection:	18/03/2026
Risk rating reference:	26/00270/FOOD
Premises reference:	18/00297/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant serving local community

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 4 - a good 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)

Hand-washing

Contravention The following indicated that hand-washing was not suitably managed:

- there was no hot water to the wash hand basin used by the raw meat preparation chef. I was informed that this was due to staff having not been topping up this standalone teal unit with hot water.

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

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.

Personal Hygiene

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

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- Packet of un-opened salad found past the indicated 'Use by' date in walk-in chiller.

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

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

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

- unsealed wooden structures
- mdf or chipboard shelves
- chipped dented wooden architrave

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer handles
- fridge shelving
- fridge and freezer seals
- can opener

Maintenance

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

- freezer lids
- tiles are broken, holed, chipped ungrouted or missing

Facilities and Structural provision

Observation I was pleased to note that you had recently installed a stand alone wash hand basin for the raw meat chef to use

Pest Control

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

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

You have a good track record. There are some minor contraventions which require your attention. Your records are appropriate and generally maintained. **(5)**

Type of Food Safety Management System Required

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.

Observation I was pleased to note you had used a pre inspection audit prior to your risk rated inspection and complied with some of its contents.

Food Hazard Identification and Control

Observation You have recently rolled out and implemented a new electronic food safety management system on a tablet. You must regularly review it to ensure its is being followed and up to date.

Proving Your Arrangements are Working Well

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

- Salad was found out of date. This should have been disposed of as part of your opening and closing checks.
- No written instruction of using vacuum packer parker was available.
- Opening and closing checks not properly being followed.
- Staff were not refreshing the hot water supply to the standalone teal style wash hand basin used by the raw meat chef.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.