



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Emporium Norwich
Address of food business:	Unit 9 Hellesdon Barns Hellesdon Hall Road, Hellesdon, NR6 5BB
Date of inspection:	19/05/2026
Risk rating reference:	26/00420/FOOD
Premises reference:	23/00009/FD_HS
Type of premises:	Retail shop
Areas inspected:	All
Records examined:	SFBB, Training Certificates/records, Temperature Control Records, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe serving handmade cakes and chocolate. Selling online too.

**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>	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	4	3	2	1	0



Your Food Hygiene Rating is 5 - a very 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)**

#### 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:

- small scoops left in dry hoods, which may lead to contamination from hands
- outdoor coats and bags in kitchen. Store out of this area, or store within a suitable cupboard, box or locker.

**Recommendation** Place sacks or large bags of dried foods into lidded containers to reduce spills (remembering to clean containers before re filling but retain packaging for traceability).

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

## Handwashing

**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** I was pleased to see handwashing was well managed. Please also consider how hands will be washed when you attend local markets.

## Personal Hygiene

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

## Temperature Control

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

- some sauces were not being stored at the temperature directed by the manufacturer, as some require refrigeration after opening. Others do not, so remember to read labels closely.

**Guidance** It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges, you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between  $-1^{\circ}$  and  $1^{\circ}$ .
- The readings in boiling water should be between  $99^{\circ}$  and  $101^{\circ}$ .

## Unfit food

**Guidance** If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before it becomes unsafe. In practice foods should be frozen at least a week before the USE BY date and when defrosted labelled with a date so that it is used within 2 days.

**Recommendation** You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. Most items were date coded, a few items such as Pistachio spread had been missed.

## Poor Practices

**Guidance** It is permitted to sell food after its BEST BEFORE date but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

## **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 kitchen had been well maintained, and the standard of cleaning was exceptionally high.

### **Cleaning of Equipment and Food Contact Surfaces**

**Observation** You had colour-coded equipment on which to prepare food.

### **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** You are maintaining the premises in good condition.

### **Facilities and Structural provision**

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

### **Pest Control**

**Contravention** Pest proofing is inadequate, but the windows were not open and no flies were seen. However, you should consider the following:

- no fly screens to the windows
- no electric fly killer

## **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

**Contravention** The Safer Food Better Business food safety management system you use does not cover some of the additional aspects of your business such as packaging and online sales, as it is designed for Caterers. You need to supplement the pack with additional simple HACCP based safe methods to reflect these additional activities, and the hazards, risks and controls in place. Keep this document in the SFBB pack.

## 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 had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

## Training

**Recommendation** A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

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

## Allergens

**Observation** You appeared well aware regarding allergens and had completed a matrix. I would recommend you contact Trading Standards at Norfolk County Council to ensure your labels are fully compliant.