Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Flour And Bean
Address of food business:	12 St Georges Street Norwich NR3 1BA
Date of re-rating inspection:	02/09/2026
Risk rating reference:	26/00449/FOOD
Premises reference:	26/00016/FD_HS
Type of premises:	Bakers shop - retail
Areas inspected:	Servery, Main Kitchen, Yard
Records examined:	Temperature Control Records, FSMS/SFBB, Cleaning Schedule, Staff Training
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafè/Restaurant

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 Hygiene Rating Re-Scoring Visit

Date: **02.09.2026**

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

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 revised Food Hygiene Rating is 5 – a very good standard 

Inspector's notes:

I was pleased to note that the majority of the issues identified during your previous inspection had been rectified. Only a small number of minor contraventions were identified during today's inspection.

Food Hygiene and Safety

Score 5 -

Contraventions:

- food boxes stored on the shelving had not been adequately protected from contamination when not in use
- two rolls of cling film were stored directly on the shelving unit
- the puff pastry lids stored in the chest freezer were not adequately covered to protect them from contamination

Structure and Cleaning

Score 5 -

Contraventions:

- the door seals on the freezer and ice machine were dirty and required cleaning
- the interior of the ice machine was dirty and required cleaning
- The wheels/castors of the equipment were dirty and showing signs of rusting
- the sealant to the kitchen floor was in poor condition and required repair or replacement
- the plastic coating on the fridge shelves was peeling away
-

Confidence in Management

Score 0 -

Food safety management procedures were in place, with identified hazards adequately controlled and managed. Food safety management records were maintained and found to be up to date. Staff were appropriately supervised, instructed and trained in food safety procedures.

Health & Safety Findings -

- gas cylinder bottle was not securely chained up
- the handrail bracket was damaged and broken, affecting the secure fixing of the handrail

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Premises reference:	26/00016/FD_HS
Type of premises:	Bakers shop - retail
Areas inspected:	Servery, Main Kitchen
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training, should be completed within the next 2 months.

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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.

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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)**

Contamination risks

Contravention You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging.

- scoops stored in dried ingredients

Legal requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Hand washing

Observation I was pleased to see hand washing was well managed.

Personal Hygiene

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

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival 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

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

- flooring behind and under equipment
- floor/wall junctions
- ledge behind washing up sink
- wall behind washing up sink

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

- untreated MDF or wood to structure

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- seals to fridge
- legs to equipment
- blade to can opener

- container storing utensils
- jugs stored in dried ingredients
- interior bottom to fridge

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:

- split shelving to fridges
- split seals to fridge
- broken handle to fridge door

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

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

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 had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

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

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Proving Your Arrangements are Working Well

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

- cleaning schedule, as more attention is needed to cleaning

Traceability

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

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.

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 staff and customers.