Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Shoemakers
Address of food business:	1 The Lastings Sandy Lane Norwich NR4 6EF
Date of inspection:	22/07/2026
Risk rating reference:	26/00528/FOOD
Premises reference:	16/00212/FD_HS
Type of premises:	Public House/Bar
Areas inspected:	All
Records examined:	FSMS, Cleaning Schedule, Pest Control Report, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pub serving food

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: 07/10/2026

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	Re-Rating 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 Re-Rating is	**5**	4	3	2	1	0

Your revised Food Hygiene Rating is 5 – a very good standard



Notes:

Observation I was pleased to note that the majority of the contraventions identified during the previous food hygiene inspection had been addressed. Damaged utensils had been replaced, a new weekly cleaning schedule had been implemented, and equipment had been repositioned to improve access for cleaning and monitoring in previously hard-to-reach areas. As a result, the standard of cleaning observed during the re-rating visit was good, and no evidence of insect activity was noted.

Contravention the following items require attention:

- One of the wash hand basins was obstructed during the re-visit by tongs and a serving dish.
- Limescale was present on the wash hand basin taps.
- Drill holes in the wall remained unrepaired.

Recommendation Continue to regularly check equipment and utensils for signs of wear and deterioration and replace them as necessary.

Recommendation Improve lighting in the dry store area to facilitate effective cleaning and enable standards of cleanliness to be adequately maintained and monitored.

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)**

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:

- damaged equipment is in use that could shed broken particles (tongs, serving dishes and scraper used for the griddle)
- personal items (radio) close to food in food areas

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 Regularly check equipment for deterioration. For example, the plastic coating on food tongs splits and cracks over time and risks plastic contaminating food and makes cleaning difficult.

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

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 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:

- wash hand basin in the kitchen
- high level cleaning in the kitchen
- fly screen to the rear door
- floor wall junctions
- around equipment feet
- inside storage cupboards
- behind and under equipment

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

- rawl plugs and drill holes in wall
- split fridge seals

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:

- serving tongs
- microwave
- fridge and freezer seals
- cling film dispenser
- can opener
- saladette
- catering trays

Information personal items such as phones radios in the kitchen must be kept clean and stored so that they do not contaminate the food.

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

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

Observation You are generally maintaining the premises in good condition.

Facilities and Structural provision

Recommendation Improve lighting in the dry store area to facilitate effective cleaning and enable standards of cleanliness to be adequately maintained and monitored.

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

Pest Control

Contravention There is evidence of pest activity on the premises:

- flying insects

Recommendation Ensure the fly killer is checked and maintained, as flying insects were observed in the kitchen despite the external door being closed.

Observation You have a pest control contract in place.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention.Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. **(5)**

Type of Food Safety Management System Required

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

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

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.

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:

- cleaning 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.

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

Recommendation Ensure the wood stored outside near the waste bins is collected as planned to prevent the accumulation of waste materials, minimise potential pest harbourage, and keep the area clean and tidy.

Training

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 had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.