Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Norwich Fresh Store
Address of food business:	189 - 191 Plumstead Road, Norwich, NR1 4AB
Date of inspection:	11/08/2026
Risk rating reference:	26/00586/FOOD
Premises reference:	25/00099/FD_HS
Type of premises:	Convenience Store
Areas inspected:	Servery, Yard, Back of House
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Grocery supermarket with butcher counter

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: **21.10.2026**

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	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 4 - a good standard 

Inspector's notes:
I was pleased to note that the majority of the contraventions identified during your previous inspection had been satisfactorily addressed. However, a number of further contraventions were identified during today's inspection, which require your attention and appropriate corrective action to ensure continued compliance with food hygiene requirements.

Food Hygiene and Safety

Score 5 -

Contraventions:

- a staff member working behind the butcher's counter was observed wearing a visibly dirty apron
- food boxes in the walk-in freezer were observed stored directly on the floor
- a dirty and stained apron was observed hanging alongside other aprons and staff members' personal coats

- staff member was seen wearing the same gloves while moving around the premises and touching various surfaces and equipment, without changing them as necessary to prevent the risk of cross-contamination

Structure and Cleaning

Score 10 -

Contraventions:

- food debris was observed on the floor behind the cake display unit and in front of the hot display unit
- the tin foil lining inside the hot display unit was observed to be dirty
- cobwebs were observed above the fridge units
- the outside bin lids could not be fully closed because the bins were overfilled
- the fly-killer units were observed to be dirty and in need of cleaning
- the wooden worktop where the flatbreads are being prepared had not been treated to ensure it was smooth, durable and non-absorbent
- the plastic off the meat tamper was damaged
- debris was observed accumulating underneath and behind the pizza dough machine
- accumulation of dirt and debris was observed on the wheels of the equipment

Confidence in Management

Score 5 -

Contraventions:

- some of the opening and closing checks had not been completed or recorded
- the four-weekly checks had not been completed or recorded
- the supplier list, staff training records, cooking temperature records, hot-holding temperature records and delivery records had not been completed
- the pre-packed, homemade wraps were not labelled with the required allergen information on their packaging
- the pre-packed nuts were not labelled with the required allergen information
- your Safer Food Better Business pack states that dirty aprons must be placed in the laundry basket, however, during the inspection, a dirty apron was observed hanging on a door alongside clean aprons and staff members' personal coats, presenting a potential risk of cross-contamination. Furthermore, staff were observed wearing the same gloves while moving around the premises and touching various surfaces and equipment without changing them as necessary. Gloves must be changed when contaminated and between tasks, particularly when handling ready-to-eat foods, to minimise the risk of cross-contamination.

HEALTH & SAFETY

Slips Trips and Falls

Contravention The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall:

- some areas of flooring throughout the premises were observed to be in poor repair, potentially presenting a trip hazard if not adequately repaired

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 3 - a generally satisfactory standard



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(10)**

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:

- food products in the walk-in freezer were stored directly on the floor
- red chopping board was scored and worn
- a scoop was stored directly within the flour
- the plastic handle off the tong was split and damaged

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.

Hand washing

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

- there was no suitably designated wash-hand basin within the kebab/wrap preparation and cooking area

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

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re-contaminating their hands

Temperature Control

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

- the pre-cut, ready-to-eat watermelons had been stored outside of refrigerated temperature control

Recommendation Keep all pre-cut/ready-to-eat watermelons or fruit refrigerated at 8°C or below

Information Watermelon is high in moisture and nutrients, providing conditions that can support bacterial growth

Personal Hygiene

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

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:

- the fan and condenser unit inside the walk-in fridge
- inside the chest freezer
- hand contact surfaces such as light switches and door handles
- electric fly killer and tray

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

- walk in fridge floor panel
- butchers blocks
- the sliding door adjacent to the butchery area must be properly varnished or sealed with a smooth, washable finish to ensure it can be easily cleaned and maintained in a hygienic condition if it becomes dirty or stained

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- cake display unit
- fridge and freezer handles
- fridge and freezer seals

Maintenance

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

- light in the walk in freezer not working
- paint work peeling off the ceiling and walls

Facilities and Structural provision

Legal Requirement All areas where food is stored or handled must have lighting of sufficient intensity to allow safe food preparation and thorough cleaning.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- no fly screen to the back of the external doors
- overgrown weeds around the external area
- hole in the internal ceiling cladding
- holes in the internal wall cladding
- missing drain cover

Guidance Keep the outside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation.

Recommendation Provide suitable fly screens to all openable windows and external doors

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

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards:

- your Safer Food Better Business pack had not been filled in
- you had no retail Safer Food Better Business pack on site
- you did not have a completed safe food handling pack appropriate for your butchery operation

Legal Requirement Ensure that all your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Food Hazard Identification and Control

Contravention The following Safer Food Better Business SAFE METHODS are incomplete:

- cooking
- fridge & freezer temperatures

Proving Your Arrangements are Working Well

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

- opening and closing checks
- food allergies
- daily diary
- chilling / chilled storage / display of chilled food
- 4-weekly checks

Recommendation Your Food Safety Management System pack should be used as intended to ensure that you are meeting your legal requirement to have a documented food safety management system in place.

You were not adequately recording and signing off daily checks, documenting opening and closing checks, recording non-conformities and the corrective actions taken, or completing the required four-weekly review of your food safety management system.

Allergens

Contravention You are failing to manage allergens properly:

- The wraps being pre-packed for direct sale to customers were not adequately labelled. The labels must include the name of the food and a full ingredients list, with any of the 14 regulated allergens clearly emphasised.
- The allergen matrix had not been completed for the cakes displayed in the front of house unit.

HEALTH & SAFETY

Slips Trips and Falls

Contravention The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall:

- drain cover missing
- exposed electrical wires were present behind the counter and had not been adequately covered or protected