

Public Protection (food & safety)**Food Premises Inspection Report**

Name of business:	The Butcher Bhoy
Address of food business:	1 Queen Street Norwich NR2 4SG
Date of inspection:	17/08/2026
Risk rating reference:	26/00607/FOOD
Premises reference:	26/00130/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Cellar, Main Kitchen, Servery
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Public House with catering

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 3 - a generally satisfactory 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:

- cling film was not stored in adequate containers

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.

Hand washing

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

- the wash hand basin was obstructed

Legal requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

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:

- flooring
- floor/wall junctions
- walls
- pipe work
- door architraves
- ceiling
- air fan to ceiling

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- underneath towel dispenser
- underneath soap dispenser
- seals to fridges/freezers
- insets to top to fridge doors
- hinge to fridge door
- interior bottom to fridge
- sides to equipment
- legs to equipment

Observation You had dedicated equipment for the preparation of raw and for ready-to-eat foods.

Maintenance

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

- dishwasher, deep fat fryer and freezer not working However. You informed me that new equipment had been ordered
- ice machine
- split seals to fridges/freezers
- holes to walls
- chipped paint to bottom to door
- chipped paint to door architrave
- leak to dishwasher as there was pooled water to floor
- chipped paint to fridge shelves
- chipped paint to bottom to door
- damage to wall to cellar

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

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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.

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

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

- cleaning schedule
- states in your pack that white t shirts are worn

Contravention The following Management sections were either missing, incomplete or not up-to date:

- contacts list

Traceability

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

Infection Control / Sickness / Exclusion Policy

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

Contravention The following evidence indicated there was a staff training need:

- the standard of cleaning was poor

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 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.

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:

- the step to the stairs leading down to the cellar was badly damaged. However you informed me that this had been reported and was due to be repaired