



**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                  |                             |
|----------------------------------|-----------------------------|
| Name of business:                | European Food Mini Market   |
| Address of food business:        | 5 Hall Road Norwich NR1 3HQ |
| Date of inspection:              | 25/08/2026                  |
| Risk rating reference:           | 26/00617/FOOD               |
| Premises reference:              | 24/00176/FD_HS              |
| Type of premises:                | Convenience Store           |
| Areas inspected:                 | All                         |
| Records examined:                | Supplier Audits             |
| Details of samples procured:     | None                        |
| Summary of action taken:         | Informal                    |
| General description of business: | Retail shop                 |

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

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

**Observation** Food was supplied in sealed retail packaging and was protected from contamination.

#### Hand washing

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

- no soap was available
- no means for hygienically drying hands was available

**Legal Requirement** Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

**Information** Hand washing is required:

- \* before handling ready-to-eat food
- \* after touching raw food and its packaging, including unwashed fruit and vegetables
- \* after a break/smoking
- \* after going to the toilet
- \* after cleaning
- \* after removing waste
- \* after blowing your nose

### Personal Hygiene

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

### Temperature Control

**Observation** I was pleased to see you were able to limit bacterial growth by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

**Recommendation** Record and retain fridge and freezer temperature checks to demonstrate that chilled foods are being stored under appropriate temperature control.

### Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- a small number of items found within the reduced-sale section were past their use by date and were voluntarily removed and disposed of during the inspection

**Legal Requirement** High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items.

**Legal Requirement** Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

**Observation** Stock rotation procedures appeared to be in place, however a small number of items were overlooked in the reduced-sale section.

## **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:

- wash hand basin
- hand contact surfaces such as light switches and door handles
- shelving

**Observation** The standard of cleaning was generally good.

#### Maintenance

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

#### Facilities and Structural provision

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

#### Pest Control

**Recommendation** Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises

### **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. 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** You are a low risk business and do not have a food safety management system. You still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and hand-over diary etc.

**Legal Requirement** Ensure that 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.

**Information** As you are a new business you are permitted the flexibility of extra time to get your food safety management system up to the minimum legal requirements. You must act on this now as your food hygiene rating score may be reduced to a maximum of 1 if the food safety management system does not fully meet the legal standard by the time of the next statutory inspection.

**Recommendation** Choose Safer Food Better Business (Retail Pack) as your food safety management system. It is simple to implement and requires a minimum amount of record keeping. You can download a copy here:

<https://www.gov.uk/government/publications/safer-food-better-business-for-retailers>

## Food Hazard Identification and Control

**Observation** Some food safety checks, including temperature monitoring and stock rotation, were being undertaken, however there was no documented food safety management system in place and records of these checks were not being maintained. Receipts were the only records available.

## Proving Your Arrangements are Working Well

**Contravention** The following are needed in order to demonstrate your food safety management system is working:

- temperature records
- daily opening/closing checks
- cleaning schedule

## 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

**Legal Requirement** The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

## Training

**Observation** No training records were available, however staff demonstrated awareness of stock rotation and temperature control procedures.

## Allergens

**Observation** Food offered for sale was pre-packed and labelled.

**Recommendation** Retain allergen information for all pick-and-mix sweets and ensure it is readily available to customers and staff.