

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Feed's Social Supermarket & Cafe
Address of food business:	65 - 65A Hall Road, Norwich, NR1 3HL
Date of inspection:	26/08/2026
Risk rating reference:	26/00622/FOOD
Premises reference:	22/00135/FD_HS
Type of premises:	Convenience Store
Areas inspected:	All
Records examined:	Temperature Control Records, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Retail shop and cafe

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 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 (chopping board)

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.

Guidance Equipment, utensils, dishes and wrapping materials used for ready-to-eat foods must not be stored in open storage where there is a risk of contamination (i.e. underneath a worktop where raw foods are prepared).

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

Observation I was pleased to see that colour-coded equipment was provided for food preparation and that effective controls were in place 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

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

- fridge and freezer temperatures were not being monitored in the shop part of the premises

Recommendation Put a fridge thermometer in each of your fridges or chillers. These will give you an independent reading of the air temperature inside the unit.

Information All food products should be stored in accordance with the manufacturer instructions.

Guidance There are 2 exemptions from temperature control requirements (providing all other food safety requirements are met):

1. cooked pies and pasties containing meat, fish or vegetables or any combination of these, encased in pastry, to (which nothing has been added after baking) and uncut sausage rolls that are intended to be sold on the day of production or the next day.
2. uncut baked egg and milk pastry products e.g. custard tarts and Yorkshire curd tarts, intended for sale within 24 hours of production.

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 in the cafe.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence):

- condiment products that had been open beyond the specified period for use after opening (discarded at the time of the inspection)

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- date coding procedures were not consistently followed

Guidance If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before it becomes unsafe. In practice foods should be frozen at least a week before the USE BY date and when defrosted labelled with a date so that it is used within 2 days.

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:

- floor wall junctions

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- inside of the fridge in the shop
- fridge and freezer handles

Recommendation Remove the manufacturer's protective film from the refrigerator to facilitate effective cleaning.

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:

- broken handle to the chest freezer

Facilities and Structural provision

Observation I was pleased to see the premises had generally been well maintained and that adequate facilities had been provided.

Pest Control

Recommendation Install the Electric Fly Killer in a suitable position away from natural light sources and food and food preparation surfaces and keep it clean.

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

Observation You have a pest control contract in place and there is no evidence of pest activity on 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. Your records are appropriate and generally maintained but some deficiencies were identified. 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

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

Observation Staff have completed online training on the FSMS for the cafe, and laminated reminder notices are displayed on site to reinforce key food safety procedures. You use the Safer Food Better Business (SFBB) retail pack for the shop part of the premises.

Food Hazard Identification and Control

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria growing on food

Proving Your Arrangements are Working Well

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

- temperature records (these had lapsed for the shop by a few months)
- staff training records
- daily records (these had lapsed by a few days for the cafe and by a few months for the shop)
- cleaning schedule

Recommendation Your SFBB retail pack and your own FSMS should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

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

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Observation I was pleased to see that food handlers had received training, however no evidence of their training was made available at the time of inspection.

Allergens

Contravention You are failing to manage allergens properly:

- staff was unable to provide accurate allergen information for the sausage rolls in the cafe

Legal Requirement Caterers must provide allergy information on all un-packaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc