

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	FireAway Norwich
Address of food business:	46 St Benedicts Street, NR2 4AQ
Date of inspection:	04/09/2026
Risk rating reference:	26/00651/FOOD
Premises reference:	21/00083/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Storeroom, Main Kitchen, Servery
Records examined:	Cleaning Schedule, Training Certificates/records, SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Franchised pizza takeaway

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 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:

- scoops were left in dried herbs
- outer cardboard boxes were seen in the fridge with ready to eat foods

Information Gloves are worn, and changed between orders

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination. No raw meat or fish are handled.

Hand washing

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

- no means for hygienically drying hands was available at the WC wash basin.

Information If not used properly gloves are likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be disposable and should always be changed between the handling of raw and ready-to-eat foods. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

Guidance Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand washing should include the following steps:

- * wet hands before applying soap
- * good hand rubbing technique
- * rinsing of hands
- * hygienic drying

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- staff were not wearing their aprons

Temperature Control

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

- red hot wings buffalo sauce was stored at ambient temperature. The label said to refrigerate after opening.
- the left side of the chiller display wells was too warm. (The meat side was satisfactory.) Items were found at 13 degrees C, and had been in the chilled wells for over 4 hours. Adding warm items may have contributed to this - please see my recommendation below. You continued to monitor temperatures and adjust the gauge. I have noted from the email you sent that continuing satisfactory temperatures are now being achieved.

Guidance Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

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

Recommendation To help temperature of food in the pizza display wells, I recommend you chill items first, such as onions and peppers. When whole these do not require refrigeration, but when size reduced they do.

Unfit food

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.

Poor Practices

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

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. These items were in the middle and rear preparation rooms:

- walls by sink
- walls under shelving and next to mixer
- shelves
- ceiling
- hand contact surfaces like switches
- around equipment feet

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

- chipboard ends to shelves
- painted peeling walls
- bare wood square over window area
- cut ends of plastic coated shelving
- holed wall
- worn paint to walls
- blown wall plaster
- open/uneven wall near top of stairs

Information Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

Cleaning Chemicals / Materials / Equipment and Methods

Recommendation Store items such as mops, buckets and rooms in an area, room or cupboard separate from a food areas.

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

Observation Ensure all staff follow the 60 second contact time for the sanitiser.

Maintenance

Contravention The following had not been suitably maintained and must be repaired or replaced- most disrepair was in the middle and rear preparation rooms:

- paint work worn or peeling
- wall surfaces damaged

Facilities and Structural provision

Observation I was pleased to see the premises had adequate facilities provided.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- door to side open and unscreened
- broken window

Observation You have a pest control contract, with no issues recorded.

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. **(5)**

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:

- maintenance is poor
- cleaning is poor

Contravention The control methods you have put in place at the following critical control points are not sufficient:

- methods of control at critical points such as temperature control need more careful checking and corrective action taking

Proving Your Arrangements are Working Well

Observation I was pleased to note you are externally audited.

Recommendation That you record when you calibrate the probe thermometer.

Also that you record the temperatures that you monitor of deliveries to the premises.

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

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

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 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.

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

HEALTH & SAFETY

Matters of evident concern

Contravention The following matters were of immediate concern:

- taped cable to meat slicer. Please replace cable if damaged.