**Public Protection (food & safety)**

**Food Premises Inspection Report**

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|---|---|
| Name of business: | Londis Norwich South |
| Address of food business: | 164 Barrett Road Norwich NR1 2RT |
| Date of inspection: | 05/10/2026 |
| Risk rating reference: | 26/00771/FOOD |
| Premises reference: | 26/00216/FD_HS |
| Type of premises: | Convenience Store |
| Areas inspected: | All |
| Records examined: | FSMS, Cleaning Schedule, Temperature Control Records, Pest Control Report |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Convenience Store |

## 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 excellent. You demonstrated full 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. **(0)**

Handwashing

**Observation** I was pleased to see handwashing was well managed.

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 Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- interior ceiling to microwave
- interior shelving to fridges
- interior bottom to fridges
- side to doors to fridges
- handle to fridge
- seals to fridge
- area where sauces are stored to Rollover machine
- sauce bottle
- area around nozzles to coffee machine
- nozzles to coffee machine
- interior to ice-cream freezer

Cleaning Chemicals / Materials / Equipment and Methods

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

Maintenance

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

Facilities and Structural provision

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

Pest Control

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

**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)**

Type of Food Safety Management System Required

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

**Contravention** You are not working to the following safe methods in your Food Safety Management System:

- cleaning, as more attention is needed to cleaning

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.