Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Ronaldo's
Address of food business:	44 Lothian Street, Norwich, NR2 4PH
Date of inspection:	16/10/2026
Risk rating reference:	26/00791/FOOD
Premises reference:	10400/0044/0/000
Type of premises:	Food manufacturer
Areas inspected:	All
Records examined:	Supplier Audits, FSMS, Training Certificates/records, Temperature Control Records, Third Party Audit
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Ice cream manufacturer

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 5 - a very 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:

- scoops were left in dry ingredients
- an electric fly killer was positioned directly above the pasteurisation vat presenting a risk of physical contamination from insects or debris
- water from the wash hand basin was draining onto the floor adjacent to the pasteurisation vat creating a contamination risk
- damaged equipment is in use that could shed broken particles (worn paddle in the cooking vat for fruit)

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 Relocate the electric fly killer so that it is not positioned above open food, food-contact surfaces, or food processing equipment. This will reduce the risk of insects or debris falling into food and help prevent contamination during production.

Guidance The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:
•the complete separation of raw and ready-to-eat food
• the correct use of wash-hand basins and thorough hand-washing
•having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
• thorough 2-stage cleaning and the correct use of sanitisers
•and by controlling the risks posed by soily fruit and vegetables.

Recommendation Consider the use of sanitising tablets when washing fruit.

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.

Recommendation Review the use of sinks within the high-risk area, particularly for washing incoming fruit. Ensure consistent two-stage cleaning and adequate time separation between raw and high-risk activities. In the longer term, consider separating fruit preparation from the high-risk area.

Recommendation Consider installing a dishwasher to facilitate the effective cleaning and disinfection of utensils and equipment used in the preparation of flavourings.

Guidance If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 82 °C for 15 seconds) between uses.

Recommendation Consider introducing a metal detection step as part of the production process to reduce the risk of physical contamination and provide additional verification that products are free from metal fragments before distribution. This may be particularly beneficial given the use of mechanical processing equipment and ongoing equipment wear.

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

Hand washing

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

- the drainage to the wash hand basin near the pasteurisation vat was inadequate resulting in waste water discharging onto the floor

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.

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re-contaminating their hands.

Observation I was pleased to see hand-washing was generally well managed.

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 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:

- seals to the walk in freezer in the storage area
- light switch in the staff toilet
- underside of the hand towel dispenser in the production area
- around equipment feet

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

- pipe covering peeling and not easy to clean
- rawl plugs and drill holes in wall

Observation The premises had been suitably maintained and the standard of cleaning was generally good.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer handles and seals

Cleaning Chemicals / Materials / Equipment and Methods

Recommendation Ensure Alcosan is rinsed from food-contact surfaces in accordance with the manufacturer's instructions to prevent chemical contamination of food.

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:

- leaking drains adjacent to the pasteuriser
- flaking ceiling finish in the medium-risk area
- damaged floor surfaces

Observation A planned maintenance programme is in place. Replacement and refurbishment of the floor and ceiling are scheduled as part of ongoing improvements to the premises.

Recommendation Remove masking tape from walls in the production area to facilitate effective cleaning and maintenance.

Facilities and Structural provision

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

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- gaps around the external shutter door in the dry goods storage area

Observation You have a pest control contract in place with APC pest control and there is no evidence of pest activity on the premises.

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.Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. **(5)**

Type of Food Safety Management System Required

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

Observation SALSA audits are undertaken, and the business operates its own HACCP-based food safety management system incorporating two critical control points (CCPs). Product recall exercises have also been carried out to test traceability and recall procedures.

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

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.

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:

- a number of cleaning and maintenance tasks were outstanding

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Proving Your Arrangements are Working Well

Observation Records were up to date and well maintained, including monitoring records, traceability documentation and product recall exercises. Evidence was available to demonstrate that food safety controls were being routinely implemented and reviewed.

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

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.

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, including current Level 3 Food Safety qualifications, and evidence of training was available for inspection. The business is also in the process of appointing a new HACCP consultant to support the ongoing review and development of its food safety management system.

Allergens

Observation All products manufactured on site are pre-packed and were provided with full allergen labelling.