

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Subway
Address of food business:	Norwich Railway Station Station Approach Norwich NR1 1EF
Date of inspection:	28/02/2025
Risk rating reference:	25/00194/FOOD
Premises reference:	21/00228/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	Training Certificates/records, Temperature Control Records, FSMS, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Sandwich bar and hot food 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
<b>Your Total score</b>	<b>0 - 15</b>	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. **(Score 5)**

#### **Contamination risks**

**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:

- There was a cleaning cloth/scourer in the wash hand basin at the start of the inspection

#### **Personal Hygiene**

**Observation** I was pleased to see that standards of personal hygiene were generally high

## Temperature Control

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

- Two packets of cheese found at room temperature

**Recommendation** The upright freezer was heavily frosted. Build-up of frost can interfere with effective door closing and presents risk of inappropriate operating temperature in the freezer.

## **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. **(Score 10)**

### Cleaning of Structure

**Contravention** The following items were dirty and require more frequent and thorough cleaning:

- hand contact surfaces - underside of tap at the wash hand basin.

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following hand contact surfaces were dirty and must be cleaned:

- microwave at the servery counter
- fridge and freezer handles on upright double fridge
- trigger to wash-up spray tap

### Cleaning Chemicals / Materials / Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- Multipurpose surface cleaner was being kept in a bottle marked as sanitiser

## 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** The premises is adequately proofed against pests

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

A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

## Type of Food Safety Management System Required

**Observation** A Food Safety Management system is in place which is appropriate for the business

## 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** I was pleased to see food and other waste disposed of appropriately

## 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.