

Public Protection (food & safety)**Food Premises Inspection Report**

Name of business:	SoBE Burger
Address of food business:	46 London Street Norwich NR2 1LA
Date of inspection:	30/05/2025
Risk rating reference:	25/00487/FOOD
Premises reference:	25/00101/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Burger bar - all food cooked to order from raw mincemeat

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.
(Score 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:

- there was a large open plastic container of mayonnaise in the dry store next to the internal refuse store

Contravention The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with food borne bacteria from raw meat or unwashed fruits and vegetables:

- raw meat (bacon) was stored above ready to eat cheese in the refrigerator

Hand washing

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

- using gloves without suitable procedures to ensure they remain hygienic
- the extensive use of gloves and poor provision of paper towels in the dispenser indicated that glove use may be used as a substitute for sufficiently frequent hand washing

Personal Hygiene

Recommendation Hand drying paper should be replenished as soon as it becomes low in the dispenser.

Guidance Regular hand washing is important for personal cleanliness. Staff should be regularly reminded of the need to wash their hands before starting or returning to work, and specifically:

- * After using the toilet;
- * After handling rubbish;
- * After smoking;
- * After taking a break;
- * After handling raw food

Temperature Control

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

- condiments stored at room temp after opening were found to be clearly labelled with storage instructions indicating the containers should be stored in refrigeration after opening

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/areas were dirty and require more frequent and thorough cleaning:

- high level cleaning around the ceiling window (skylight) in the kitchen

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

- on areas of the ceiling there were exposed areas of bare wood/ fibre board
- screw holes, from previous fixtures, in the walls in the kitchen were hindering effective cleaning of the walls

- unsealed wooden structures - there was an absorbent panel on the wall to the side of the fryers

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- hand contact surfaces
- fridge and freezer handles

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

Contravention The following had not been suitably maintained and must be repaired or replaced:

- there was a large area of damage around the drain pipe in the basement. This area must be repaired in order ensure that the premises remain adequately proofed against pest access

Facilities and Structural provision

Observation The premises had clearly not been trading for many weeks and was generally well maintained and adequate facilities had been provided.

Pest Control

Contravention The electric fly killer is sited over an area where food is stored/handled. This presents a risk of contamination of food in that area with debris from the collection tray/adhesive pad in the fly killer. These devices should not be positioned over food preparation areas.

Recommendation It is also recommended that fly killers are positioned close to the point of entry that is open to flying insects so that the kill is achieved before the insect has flown around the preparation area. They should also not be positioned in areas of direct sunlight as this reduces the attraction of the UV bulb to the insect.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Type of Food Safety Management System Required

Contravention The adapted Safer Food Better Business (SFBB) pack was not in good order. For Safer Food Better Business to work as an effective food safety

management system you must complete all relevant parts of the safe methods section at the front of the pack and the daily diary sheets including the 4-weekly review pages.

I understand that you have been advised by a food safety consultant who has provided you with an adapted SFBB/BeSO pack and some additional temperature monitoring sheets.

As we discussed at the time of the visit, to be an effective demonstration of due diligence temperature records must be accurately and correctly completed including correct date and true temperature reading obtained. The dates on the temperature record sheets were inaccurate as they were dated in June 2025 despite the inspection being carried on 30 May.

Proving Your Arrangements are Working Well

Contravention The dates of records of temperature checks were incorrectly completed and are not an effective means of demonstrating that your arrangements for controlling risk to food safety are working well.

Recommendation

As discussed, recording the time that the temperature of cooked food is checked along with the actual temperature would give a clear indication of the accuracy and authenticity of the records.

I would also recommend that you log the thawing time for the packs of minced beef if you wish to continue thawing this packs at room temperature.

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

Contravention The following evidence indicated that waste food was not being disposed or stored of appropriately:

- there was a black plastic sack of waste in the internal waste store room that had been brought into the premises after being left in the street for collection. The plastic had been damaged and torn by pests and now residue and liquor from the bag had leaked on the bare wooden/fibre board floor of the waste room.

Allergens

Guidance Pre-packed for direct sale or PPDS is food that is packaged at the same place it is offered or sold to consumers and is in this packaging before it is ordered or selected. It

can include food that consumers select themselves, as well as products kept behind a counter and some food sold at mobile or temporary outlets.