

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Five Guys
Address of food business:	17 - 27 Orford Place Norwich NR1 3QA
Date of inspection:	06/08/2025
Risk rating reference:	25/00667/FOOD
Premises reference:	16/00254/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Pest Control Report, Temperature Control Records, Cleaning Schedule, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant

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 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)**

Contamination risks

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

Observation Raw meat is prepared in a separate kitchen on the first floor as a dedicated area. Raw meat is stored on the line in refrigerated draws directly below the solid top griddles reducing the handling distance.

When gloves are worn, they are changed between process/activities.

Dedicated colour coded equipment

Handwashing

Observation Very good hand washing technique includes forearm as well as hand washing.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high with all staff.

Observation Staff were clean, neat and tidy in branded uniforms

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.

Observation Your hot holding cabinet were operating at a temperature hot enough to keep hot food above 63°C.

Observation Your refrigerated units were operating at a temperature cool enough to keep cold food below 8°C.

Unfit food

Recommendation Check the labels can be read to ensure dates aren't compromised particularly with the more frequently used sauce bottles.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(0)**

Cleaning of Structure

Observation The kitchen had been well maintained, and the standard of cleaning was exceptionally high.

Cleaning of Equipment and Food Contact Surfaces

Observation You had dedicated equipment for the preparation of raw and for ready-to-eat foods and you had colour-coded equipment on which to prepare food, and this was being used effectively.

Cleaning Chemicals / Materials / Equipment and Methods

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

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.

You have a pest control contract in place 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 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. **(0)**

Type of Food Safety Management System Required

- Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.
- You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.
- You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.
- 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.

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 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

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