

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	FireAway Norwich
Address of food business:	46 St Benedicts Street, NR2 4AQ
Date of inspection:	11/08/2025
Risk rating reference:	25/00682/FOOD
Premises reference:	21/00083/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	Temperature Control Records, SFBB, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Take away

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 1 - major improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. There are significant lapses in safe food handling practices and procedures. You are failing to apply some of the controls needed to prevent cross-contamination. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(15)**

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:

- food was not covered in the main servery area in the shop which also allowed for the accumulation of fruit flies

Hand washing

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

- no means for hygienically drying hands was available to the wash hand basin in

the food preparation area

Legal Requirement Paper towel was not available at the time of hand washing

Temperature Control

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

- cold foods were being stored above 8°C
- cold foods, for service, were being kept above 8°C for over 4 hours

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it did not conform to food safety requirements:

- the foods stored in the 'chilled' storage unit in the shop area due to having been stored above the legal maximum

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- out of temperature range, this was done with the knowledge that the unit was not functioning properly. This shows the staff were either unaware of the requirements or purposely put high risk food out in an environment that will support good bacterial growth and potentially endanger the public's health.
- Poor stock control management 'Out of Date' foods passed the date provided by your staff on the day

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:

- can opener
- thermometer
- microwave

Observation Unable to determine level of cleaning due to lack of sanitiser

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:

- the sanitisers are not to BS EN 1276:1997 13697:2001 standards
- the cleaning equipment was dirty
- you are not using the 2-stage cleaning technique
- no sanitiser was available for cleaning

Pest Control

Contravention There is evidence of pest activity on the premises:

- fruit flies accumulated around the chilled unit in the store front

3. Confidence in Management

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(20)**

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:

- cleaning was inadequate
- staff training is inadequate

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria growing on food due to storage at unsafe temperatures

Contravention The following SAFE METHODS are missing from your Safer Food Better Business pack:

- chilling
- safe Methods
- pack Review

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- chilling / chilled storage / display of chilled food

Contravention The following are needed in order to demonstrate your food safety management system is working:

- food safety issues not adequately recorded
- probe calibration records

Infection Control / Sickness / Exclusion Policy

Contravention There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastrointestinal illness:

- staff must be trained to report these diseases
- staff that report these diseases must not work with food until they are 48 symptom free

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- were unaware of the contact time for the sanitiser
- were not aware of the food safety management system
- did not know how long to stay off work after illness
- did not appreciate allergen risks

Allergens

Contravention You are failing to manage allergens properly:

- You are not informing customers about the risk of cross contamination with allergens

Legal Requirement Staff must be able to identify and explain the allergens they are dealing with:

- When asked staff were not able to tell how many allergens are present