

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of business:	Headway Norfolk And Waveney
Address of food business:	302 Bowthorpe Road, Norwich, NR5 8AB
Date of inspection:	10/09/2025
Risk rating reference:	25/00740/FOOD
Premises reference:	23/00079/FD_HS
Type of premises:	Catering
Areas inspected:	Yard, Main Kitchen
Records examined:	Temperature Control Records, Training Certificates/records, FSMS, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Catering serving the vulnerable

### **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:

- raw board touching the ready to eat board on the rack

**Recommendation** Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

#### **Hand washing**

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

- double sink to be put in place in the kitchen, there was no suitably designated wash hand basin available

**Legal Requirement** An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

**Recommendation** Ensure a double sink or a designated hand wash basin is installed in the kitchen, this will allow staff to wash their hands hygienically.

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

## **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:

- bottom of the hand soap dispenser unit

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

- counter work top

### **Cleaning Chemicals / Materials / Equipment and Methods**

**Guidance** Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

### **Maintenance**

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

- work top damaged or worn

### **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** You have a pest control contract in place and there is no evidence of pest activity on the premises.

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

### **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**

**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.

#### **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.

#### **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 clearly shown the presence of allergens in your food on your menu.