



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Aroma Norwich
Address of food business:	Ground And First Floors 5 Upper King Street Norwich NR3 1RL
Date of inspection:	13/03/2025
Risk rating reference:	25/00245/FOOD
Premises reference:	14/00317/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Servery, Back of House
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe

**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>	0 - 15	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

**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:

- ice scoop had been stored within the ice
- tub of ice in the downstairs freezer had not been covered with a lid

#### Hand washing

**Contravention** The following indicated that handwashing was not suitably managed:

- no means for hygienically drying hands was available, paper towel was not available behind the counter

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

### Personal Hygiene

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

### 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:

- milk past its use by date (19th Feb)

**Contravention** The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- milk past its use by date (19th Feb)

### 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:

- open sauces not labelled
- frozen milk had not been labelled
- 2 open jars of roasted peppers not labelled

## **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. **(Score 5)**

### Cleaning of Structure

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

- mdf or chipboard shelves

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- downstairs chest freezer requires defrosting
- counter tops, underneath the coffee machine and around the equipment
- oven and air fryer

## 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:

- downstairs fridge seal

## 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.

## **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)**

## Proving Your Arrangements are Working Well

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

- 4-weekly checks
- cleaning schedule
- daily Diary
- training records / supplier lists

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

- daily records
- suppliers list
- opening and closing checks
- 4-weekly checks

**Recommendation** Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

By using a normal diary you were failing to SIGN OFF at the end of each day; had nowhere to record that opening and closing checks had been done; were not reminded to record NON CONFORMATIES and to review your management system every 4-weeks.

## Traceability

**Contravention** You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate:

- supplier list not on site

#### Infection Control / Sickness / Exclusion Policy

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

#### Allergens

**Observation** On your pre packed paninis in the fridge you listed the allergens, however, you had stated in your cheese paninis as dairy. Ensure milk is labelled and highlighted on your packaging.

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

**Observation** You had clearly shown the presence of allergens in your food on your menu.