

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

Name of business:	Trawlers Fish And Chips
Address of food business:	562 Dereham Road Norwich NR5 8TU
Date of re-inspection:	10/07/2025
Risk rating reference:	25/00466/FOOD
Premises reference:	23/00313/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fish and chip shop serving local community.

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

Food Hygiene Rating Re-Scoring Visit

Date: Thursday 10th July 2025

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Observation I was pleased to see that:

- contraventions outlined in your last food hygiene inspection had been swiftly addressed
- food safety management system in place (Safer Food Better Business) with up to date written daily records and other supporting documentation. Now generally compliant with HACCP legislation.
- attended to damaged potato rumbling room.
- high level cleaning carried out.
- pest control measures improved

Matters still requiring attention:

- out of date milk found
- safe method completion records need updating.

Your Food Hygiene Rating is 1 - major improvement is necessary



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:

- flies seen circulating in rear potato room and front counter area

Hand washing

Observation I was pleased to see hand washing was well managed.

Personal Hygiene

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

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.

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 were dirty and require more frequent and thorough cleaning:

- ceiling

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

- cardboard used as floor covering under equipment

Maintenance

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

- tiles are broken, holed, chipped un-grouted or missing
- floor surfaces damaged
- damaged potato sack storage area. Broken sections of white-roc wall sections leant up against the wall near rear exit door.

Pest Control

Contravention There is evidence of pest activity on the premises:

- flying insects

Contravention Pest proofing is inadequate particularly in the following areas:

- no pest proof door screen (required if you leave the external door open)

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. The contraventions require your urgent attention. A revisit is planned, and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention You currently do not have a food safety management system.

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- identify hazards to food
- identify the critical limits (what is acceptable and unacceptable)
- monitor critical control points to ensure critical limits are met
- keep appropriate records to demonstrate control measures are effective

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Information If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website www.food.gov.uk/business-industry/caterers/sfbb. However, do make sure staff have access to it at all times when working.

Information The absence of complete documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Information Having no food safety management system based on HACCP principles was brought to your attention in the previous inspector's inspection report. I acknowledge you had some completed daily dairy pages from Safer Food Better Business catering pack (SFBB), however some of these were from the previous food business operator. Also, the last completed daily dairy record completed by your staff was in March 2025.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

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.

Allergens

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

Recommendation Add allergy information to your menu