

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Butcher Bhoy / Franks Bakery
Address of food business:	8 Exchange Street Norwich NR2 1AT
Date of inspection:	20/11/2025
Risk rating reference:	25/00861/FOOD
Premises reference:	19/00342/FD_HS
Type of premises:	Public House / Bar / Bakery
Areas inspected:	Cellar, Back of House, Main Kitchen
Records examined:	Cleaning Schedule, SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Public house

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 3 - a generally satisfactory standard



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(10)

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:

- Metal tongs had been stored within the bucket of ice (Franks)
- Brown sauce had leaked on to the tub/cap of the mayonnaise (Franks)
- Blue roll had been placed on the counter top (Franks)
- Beef bouillon paste on the shelf not covered (Butcher Bhoy)
- Chopping boards badly scored and worn (Butcher Bhoy)
- Food was not covered (Butcher Bhoy)

Recommendation Ensure blue roll dispenser unit is place on the wall above the hand wash basin sink (Franks)

Hand washing

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

- No means for hygienically drying hands was available (Franks & Butcher Bhoy)

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

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

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- Tub of stuffing past its use by date (19/11/25) (Butcher Bhoy)
- 16 bags of steak 3 days past its use by date (23/11/25) (Butcher Bhoy)

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

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:

- Stock rotation is poor (Butcher Bhoy)
- Open tub of tomato ketchup had not been dated and was placed on the shelf, staff weren't following the manufacturer's information (Butcher Bhoy)
- Staff vape was found on the shelf next to food products (Butcher Bhoy)
- 2 packs of brioche vegan buns in the freezer not labelled and past their best before dates (31/10/25) (Butcher Bhoy)
- Steak in the fridge in the kitchen not labelled (Butcher Bhoy)

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

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 Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- Walk in fridge floor
- Dishwasher unit
- Floor wall junctions
- Behind and under equipment

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

- Cellar floor
- Flooring inside the cellar

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Maintenance

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

- Ceiling tiles in the cellar not fully in place
- Freezer lids
- Silicon sealant damaged
- Wall tiles broken, damaged & cracked

Pest Control

Observation 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 demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(5)**

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:

- Maintenance is poor

Proving Your Arrangements are Working Well

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

- Food allergies

Traceability

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

Allergens

Contravention You are failing to manage allergens properly:

- During today's inspection, jalapeño poppers were being cooked in the same fryer as onion rings. However, the allergen matrix sheet did not have egg identified as an allergen for the jalapeño poppers.

Recommendation The allergen matrix must be reviewed and updated to accurately reflect all allergens present, including egg, where cross-contamination may occur due to shared cooking equipment. Staff must also be made aware of this to ensure accurate allergen information is provided to customers.

HEALTH & SAFETY

Welfare Provision and Facilities

Contravention The following matters did not meet the requirements of the Workplace (Health, Safety and Welfare) Regulations 1992:

- 4 gas cylinder bottles in the cellar had not been chained up securely