

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Concord Cafe
Address of food business:	9 Concorde Road Norwich NR6 6BH
Date of inspection:	07/02/2026
Risk rating reference:	26/00076/FOOD
Premises reference:	23/00364/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Back of House, Servery
Records examined:	Training Certificates/records, Temperature Control Records, SFBB, Cleaning Schedule
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>	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	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:

- green chopping board scored and worn

#### 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 sauce bottles had not been date 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. **(5)**

### Maintenance

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

- floor surfaces around the kitchen damaged

## **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 Safer Food Better Business SAFE METHODS are incomplete:

- delivery temperatures, probe calibration and hot holding records in your temperature record book were missed and not recorded

### 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.

### 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

**Contravention** You are failing to manage allergens properly:

- you have not adequately labelled the foods you are pre-packing for direct sale to your customers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised
- you have not identified the allergens present in the food you prepare

**Information** The Food Standards Agency has produced a chart that you may find useful [www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**Recommendation** Add allergy information to your menu

**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.