

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Christophes Kitchen @ Yalm
Address of food business:	23 - 24 Royal Arcade, Norwich, NR2 1NQ
Date of inspection:	11/02/2026
Risk rating reference:	26/00088/FOOD
Premises reference:	24/00011/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB, Training Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Kiosk in food hall

**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:

- spoons left in sugar and readymade crumble mix
- some food kept in the fridge was not covered

**Legal Requirement** At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

**Recommendation** When you are storing bags of dried foods in a container keep the container clean to prevent the harbourage of dried food pests.

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

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

### Handwashing

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

- assess to the wash hand basin was obstructed
- there was no hot water to the wash hand basin

**Information** At the time of inspection, hot water was not available at either the sink or the wash hand basin. As a temporary measure, an urn was positioned above the single sink to provide hot water; however, this arrangement obstructed access to the wash hand basin. The urn was being used as the sole source of hot water for all activities. Although the loss of hot water was reported to be temporary, it is essential that the permanent hot water system is repaired as a matter of priority to ensure the ongoing availability of suitable handwashing facilities and continued compliance with food hygiene requirements.

**Legal Requirement** Wash-hand basins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water. Soap and hand drying facilities must be located nearby.

**Information** If not used properly gloves are likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be disposable and should always be changed between the handling of raw and ready-to-eat foods. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

### Personal Hygiene

**Observation** I was pleased to see that standards of personal hygiene were good. Hand washing was restricted by the available facilities; however, the staff member was observed to wash their hands and change gloves regularly.

### 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 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:

- hand contact surfaces such as fridge door handles
- floor wall junctions
- around equipment feet

**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.

**Observation** The premises had been well maintained, and the standard of cleaning was generally good.

### Cleaning of Equipment and Food Contact Surfaces

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

- sauce bottle tops
- inside of the microwave

### Cleaning Chemicals / Materials / Equipment and Methods

**Guidance** Even when using a surface sanitiser you should be following the TWO STAGE cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

**Observation** I was pleased to see that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

### Maintenance

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

- intermittent hot water issues

### Facilities and Structural provision

**Observation** The facilities provided were mostly sufficient; however, limitations were noted in relation to the temporary loss of the permanent hot water supply.

### 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**

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)**

#### **Type of Food Safety Management System Required**

**Observation** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**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.

#### **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:

- issues with the hot water supply
- cleaning requires improvement in places

**Information** Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

#### **Proving Your Arrangements are Working Well**

**Observation** All records, including the daily diary, were maintained and up to date.

#### **Traceability**

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

#### **Infection Control / Sickness / Exclusion Policy**

**Guidance** UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

#### **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.

## 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 devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.