

## Public Protection (food & safety)

### Food Premises Inspection Report

Name of Business:	Cupcake_Co
Address of food business:	83 Upper St Giles Street, Norwich, NR2 1AB
Date of Inspection:	8 July 2016
Risk Rating Reference	16/00423/FOOD
Inspection Reference	EH16/6088
Type of Premises:	Small Retailer
Areas Inspected:	All
Records Examined:	Food safety management system, SFBB, cleaning sch
Details of Samples Procured:	None
Summary of Action Taken:	Informal

#### Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

#### Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

#### The Law

The report relates to the following 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.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice

(**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

#### Please Note

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

## FOOD SAFETY

### How we calculate your new Food Hygiene Rating:

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		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



#### This space is reserved for your Right of Reply

- You have a 'right to reply' in respect of this food hygiene rating. This allows you to explain what improvements you have made or to offer an explanation for the standards we found at the time of this inspection.
- Full details and the form can be downloaded: [www.norwich.gov.uk/foodhygieneratings](http://www.norwich.gov.uk/foodhygieneratings)

#### This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- Your new rating will be displayed here and on your website listing
- Full details and the form can be downloaded: [www.norwich.gov.uk/foodhygieneratings](http://www.norwich.gov.uk/foodhygieneratings)

### General description of the business

Cafe serving home baked cakes and sausage rolls.

## **Food Hygiene**

### Summary:

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

1. I was pleased to see that **(Observation)**:

- You had good measures in place to prevent cross contamination ie separation and raising of gluten free food to that of gluten containing food.

### Hand-washing

2. I was pleased that **(Observation)**:

- The wash hand basin was fully equipped with hot and cold water, soap and hygienic hand drying facilities.

### Personal Hygiene

3. I was pleased to see that **(Observation)**

- You knew to refrain from work for at least 48 hours, symptom free, following gastro-intestinal upset.

### Temperature Control

4. I was pleased to see that **(Observation)**:

- Fridges and freezers were found to be clean and well organised and operating within the correct temperature ranges.

### Practices

5. I was pleased to see that **(Observation)**:

- You had glass screens between customers and food products.

6. I recommend that **(Recommendation)**:

- Appropriate measures are extended to foods stored away from these screens but still on display.

## **Structure and Cleaning**

### Summary:

The structure, facilities, 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 satisfactory. The minor contraventions require your attention. **(Score 5)**

### Cleaning

7. I was pleased to see that **(Observation)**:

- You had a good cleaning schedule in place, knew the recommended contact times of sanitisers used and used a two stage cleaning scheme.

### Maintenance

8. I was pleased to see that **(Observation)**:

- The premises was maintained to a high standard.

## **Confidence in Management**

### Summary:

A food safety management system is in place and you comply fully with the law. Hazards to food are understood, properly controlled, managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. **(Score 0)**

### Documented Food Safety Management System

9. I was pleased to see that **(Observation)**:

- You had an effective food safety management in place and also referred to SFBB.

### 10. Allergies

Legislation requires food businesses to provide allergy information on unpackaged food. This applies to food sold from all catering outlets including restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There has also been changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Trading Standards website: [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc) **(Information)**