



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Krispy Kreme
Address of food business:	100 Castle Mall Norwich NR1 3DD
Date of inspection:	12/02/2018
Risk rating reference:	18/00103/FOOD
Premises reference:	17/00183/FD_HS
Type of premises:	Confectionary/Sweets/Snacks
Areas inspected:	Servery
Records examined:	Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Retail of low risk foods

**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
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Your Food Hygiene Rating is 4 - a 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. **(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 or foreign objects:

- stirrers and cups stored next to wash hand basin may be splashed during hand washing
- cover the milkshake toppings at the end of service or store them in a lidded container

### **Temperature Control**

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- no means to monitor the temperature of the milk in the milk fridge. Provide an independent or probe thermometer

## **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. **(Score 5)**

### **Cleaning of Structure**

**Observation** The kitchen had been well maintained and the standard of cleaning was exceptionally high.

### **Cleaning Chemicals / Materials / Equipment and Methods**

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria:

- wash the tongs in hot soapy water or use the sanitiser. Do not use the stainless steel cleaner as it is not appropriate for food contact surfaces.

## Facilities and Structural provision

**Contravention** The following facilities were inadequate or absent and must be provided or improved:

- There is a very limited supply of water and storage for waste water, this makes it difficult for equipment cleaning e.g. trays to be washed effectively. Large items which cannot be easily cleaned on site should be taken to the fixed premises for cleaning.

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### Type of Food Safety Management System Required

**Contravention** Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.

### Proving Your Arrangements are Working Well

**Contravention** The cleaning schedule did not include critical information such as the methods to be used for additional items that have been added to the list

**Recommendation** Include the target temperature for chilled food on the HACCP monitoring form

### Training

**Contravention** The following evidence indicated there was a staff training need:

- Food handler did not know what temperature chilled foods should be stored at.

### Allergens

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.