



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Christophe's Crepes
Address of food business:	12 Pottergate Norwich NR2 1DS
Date of inspection:	23/08/2020
Risk rating reference:	20/00180/FOOD
Premises reference:	20/00244/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe serving crepes, hot and cold drinks, desserts to local community

**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. **(Score 5)**

#### Contamination risks

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

#### Hand-washing

**Contravention** I was pleased to note you have a double sink, one for washing large utensils and the other for hand washing. Both bowls are very large. I noted a plastic bowl used for washing up also located in the bowl designated for hand washing. Staff were having to wash their washing hands in this same sink. I acknowledge that you contacted the food and safety team for advise on this issue but you must have clear use on how you want to use each sink. One sink must be used for hand washing only. As an alternative you could remove the plastic bowl for washing small items and have this sited on a work surface beside the the sink.

## Personal Hygiene

**Observation** I was pleased to see that standards of personal hygiene were high.

## **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

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

- unsealed wooden structures
- wooden furniture

### Maintenance

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

- plastic trunking coming away from wall above skirting in the main kitchen.

### Facilities and Structural provision

**Observation** I was pleased to note you have installed bi-folding doors to create a clear lobby between W.C. and the main seating areas. You must ensure the door is closed by customers and staff when the W.C. is in use. As a suggestion you could use signage on the internal and external surface of the doors and an instruction for it to closed when used.

### Pest Control

**Contravention** Pest proofing is inadequate particularly in the following areas:

- the front door was open for ventilation. This will allow access by pests. I acknowledge it was open due to it being a particularly very hot day but if this is going to be a regular practise you will need to fit a fly-screen.

**Information** You informed me you intend to install an insectocutor.

## **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. Your records are appropriate and generally

maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

### Proving Your Arrangements are Working Well

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

- safe method completion sheet not filled in
- training records / supplier lists

### Allergens

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

**Observation** You had clearly shown the presence of allergens in your food on your menu.

**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.