



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Ketts Hill Bakery
Address of food business:	Ketts Hill Bakery 25 Ketts Hill Norwich NR1 4EX
Date of inspection:	23/09/2020
Risk rating reference:	20/00224/FOOD
Premises reference:	09400/0025/0/000
Type of premises:	Bakers shop - retail
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Independent bakery serving 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>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 3 - a generally satisfactory 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, foreign objects or chemicals:

- uncovered foods in rear upright fridge

#### Hand-washing

**Observation** I was pleased to see hand washing was well managed.

### 2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### Cleaning of Structure

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

- untreated wood to kitchen side of main display counter
- untreated wood skirting
- untreated wood hatch in rear food preparation area
- exposed plasterwork

### Maintenance

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

- damaged flooring into main rear food preparation area. Duct tape had been used to cover the floor, this was starting to fray
- missing skirting near main make-up unit in front of house serving area
- exposed plaster to top section of door frame from front counter area into rear food preparation area. This was likely due to different ceiling heights exposed during your recent refurbishment of the bakery.

**Observation:** I was pleased to note that you have fully re-fitted out the front of shop with new counter, wash hand basin and equipment. This was done very well. However, there are a few area's highlighted in this report that just need finishing off.

## **3. Confidence in Management**

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

### Food Hazard Identification and Control

**Contravention** The following Safer Food Better Business SAFE METHODS are incomplete:

- Cooking
- Chilling

- Cleaning
- Cross contamination

**Contravention:** The following management sections in your SFBB pack / documented food safety management system were either missing or incomplete.

- Although a copy of Safer Food Better Business was eventually found within paperwork on a shelf to your main counter the pack was not filled in properly. I acknowledge that staff were signing off 'opening' and 'closing checks' but all Safe Methods and other sections of the pack must be completed. I found numerous sections which had not been filled in. You need to go through the pack and review it, as well as filling in all sections which are relevant to your business operation. If a section is not relevant write n/a, (not applicable) do not leave it blank.
- 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.