



**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:	17/10/2023
Risk rating reference:	23/00730/FOOD
Premises reference:	16/00069/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Servery, Main Kitchen
Records examined:	Temperature Control Records, Cleaning Schedule, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Micro Bakery

**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

**Contravention** You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging.:

- raw food i.e sausage meat was being stored next to ready-to-eat food i.e milk in the glass door fridge
- scoops were being stored in dried ingredients

**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.

### Hand-washing

**Observation** Hand washing was managed well and wash-hand basins stocked with hand cleaning materials.

### Personal Hygiene

**Contravention** The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- jewellery/watches worn when preparing food

### Temperature Control

**Recommendation** it is a government recommendation that eggs are stored in the fridge

### Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- a packet of cooked chicken breast was being stored beyond its 'USE BY' date of 16/10

### Poor Practices

**Observation** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- uncovered food i.e lettuce stored in the fridge

## **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 were dirty and require more frequent and thorough cleaning:

- flooring underneath equipment
- window sill in kitchen

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

- woodwork

#### Cleaning of Equipment and Food Contact Surfaces

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

- interior bottom to glass door fridge
- legs to equipment
- food storage containers

#### Maintenance

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

- handle to chest freezer
- split seals to undercounter fridge
- flaking paint to area in front of window in servery

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

#### Type of Food Safety Management System Required

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers and could demonstrate effective systems for controlling bacterial growth and survival.

#### Food Hazard Identification and Control

**Contravention** You have not identified these food hazards or the methods of control at critical points in your operation:

- cross-contamination

#### Traceability

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

#### Allergens in food

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