

Public Protection (food & safety)**Food Premises Inspection Report**

Name of business:	Copper Kettle
Address of food business:	4 Lower Goat Lane Norwich NR2 1EL
Date of inspection:	17/04/2025
Risk rating reference:	25/00335/FOOD
Premises reference:	14/00297/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Basement, Main Kitchen, Back of House, Yard
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe

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

Your Food Hygiene Rating is 4 - a good standard



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

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:

- food products in the freezer were not covered

Handwashing

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from recontaminating their hands

Observation I was pleased to see handwashing was well managed.

Unfit food

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

- lettuce in the fridge past its use by date

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- lettuce out of date

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a date that is 2 days after the day of production e.g. if food is opened on Monday, it should be used by the end of Wednesday (an exception is cooked rice which should not be kept longer than 24 hours)

Poor Practices

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

- open carton of juices, sauces, jams and food products on the shelves and in the fridges and freezers not labelled
- fresh products that had been frozen were not labelled.
- as fresh products that had been frozen were not labelled, you could not ensure that they were within their use by date.

Recommendation ensure HACCP labels are applied on products which are stored in the freezers, with the correct information filled in. Any products which will be stored for longer than 7 days should also have a HACCP label. Ensure manufacturer's shelf life information is read carefully before applying the correct label to the product.

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:

- cobwebs on the walls/ceiling in the downstairs area

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- coffee machine
- top of the oven

Maintenance

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

- kitchen steps floor lino

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

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)**

Food Hazard Identification and Control

Contravention The following SAFE METHODS are missing from your Safer Food Better Business pack:

- 4-weekly checks
- cooking
- chilling down hot food

Proving Your Arrangements are Working Well

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

- 4-weekly checks
- cooking
- chilling down hot food

Traceability

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

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

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.