

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

Name of business:	Crusty Corner
Address of food business:	38 Bell Road Norwich NR3 4RA
Date of inspection:	29/05/2025
Risk rating reference:	25/00478/FOOD
Premises reference:	07/00330/FOOD
Type of premises:	Bakehouse - manufacturer
Areas inspected:	All
Records examined:	Cleaning Schedule, Pest Control Report, Supplier Audits, SFBB, Temperature Control Records, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Local bakery with shop and deliveries to customers

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 5 - a very good standard



1. Food Hygiene and Safety

Food Hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

Contamination risks

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

Hand washing

Recommendation Fit plugs to wash hand basin to allow effective hand washing due to the high water temp 58.4 °C

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, made non-absorbent or replaced:

- The surface of the metal shelving located in the upstairs store room has become worn and damaged in areas and cannot be effectively cleaned. The surface must be sealed to allow cleaning to take place.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- the 'Grundy bin' for flour storage was damaged and poorly repaired, this makes it difficult to clean, this must be replaced with suitable storage container
- the interior of the silver microwave located in the finishing room due to food debris
- the belt of the dough roller was showing signs of wear, to prevent further damage and a physical contamination risk it must be replaced

Maintenance

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

- small areas of the floor surface in the upstairs middle store room and in the bakery were damaged and not easy to clean. These must be repaired or replaced to provide a surface that is easy to clean
- the ceiling located in the bakery area was showing signs of damage with a small area of flaking paint. This must be repaired to prevent the shedding of particles

Pest Control

Observation I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

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 fridge's and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Observation PM temperatures for your fridge's and freezers had been completed by 11.30 in the morning. I would recommend that you change the monitoring record to reflect the operation process. As you work through the night you are monitoring and recording the temperatures as you come on shift so the pm checks are done first this should be stated on the monitoring sheets.

You must review the whole pack at key trigger points such as:

- when a new member of staff starts employment (staff training section to be updated)
- a new piece of equipment that requires training is purchased
- annually to include any updates issued since the last review from the Food Standards Agency.

Proving Your Arrangements are Working Well

Recommendation The pack requires reviewing

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.