

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of business:	Bakers + Baristas
Address of food business:	77 Castle Quarter Norwich,NR1 3DD
Date of inspection:	11/08/2025
Risk rating reference:	25/00675/FOOD
Premises reference:	03110/0018/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Servery
Records examined:	FSMS, Pest Control Report, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant

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

#### **Contamination risks**

**Contravention** Food was not protected from general sources of contamination:

- cutting boards were being stored touching

**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.

**Recommendation** Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

## Hand washing

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

## 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:

- food handlers were wearing gel nails contrary to your food safety management system

## **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. **(10)**

### Cleaning of Structure

**Contravention** The following items were dirty and require more frequent and thorough cleaning:

- flooring behind and under equipment
- walls particularly behind food preparation surfaces
- pipe work

### Cleaning of Equipment and Food Contact Surfaces

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

- cling film dispenser
- seals to freezer
- interior door to microwave
- legs to equipment

### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

## Maintenance

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

- damage to flooring
- pooled water to dishwasher
- holes to walls

### **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(10)**

#### **Type of Food Safety Management System Required**

**Observation** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

**Contravention** You are not working to your food safety management system as more attention is needed to cleaning and maintenance

#### **Traceability**

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

#### **Infection Control / Sickness / Exclusion Policy**

**Guidance** UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

#### **Waste Food and other Refuse**

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

#### **Training**

**Observation** I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

#### **Allergens**

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