

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Crumpetorium
Address of food business:	Unit 2 5 Whiffler Road Norwich NR3 2AG
Date of inspection:	05/03/2025
Risk rating reference:	25/00198/FOOD
Premises reference:	23/00210/FD_HS
Type of premises:	Bakers shop - retail
Areas inspected:	All
Records examined:	SFBB, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Crumpet manufacturer sold both direct to customers and to other retailers locally,

**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	<b>25 - 30</b>	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	<b>10</b>	15	20	-
<b>Your Rating is</b>	5	4	<b>3</b>	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:

- miscellaneous clutter due to poor housekeeping
- personal items such as mobile phones, outdoor clothing, hand bags etc close to food in food areas
- light wells in corrugated ceiling above main food packing area had debris/cobwebs. This debris could fall onto open foods being handled/packaged below

**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

**Contravention** The following indicated that hand-washing was not suitably managed::

- the wash hand basin was obstructed

**Legal Requirement** An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

## 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:

- staff were not wearing suitable protective clothing

## Unfit food

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

- milk within your fridge

**Legal Requirement** Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

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

- ceiling
- floor wall junctions
- high level cleaning

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

- unsealed wooden structures
- large numbers of electrical junction boxes (likely three-phase) and fixed electrical equipment from previous occupants of this commercial unit. These are within your main production room. All parts of your main food production area where you handle open food must be cleaned and maintained and free from contamination risks.

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

- high level light wells appeared damaged/ill fitting
- matter with appearance of water ingress to where ceiling/walls meet near main cooking station

### Pest Control

**Contravention** Pest proofing is inadequate particularly in the following areas:

- hole in the metal frame for the large external roller shutters. Light could be seen through the gap

**Legal Requirement** The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. You are progressing towards a written food safety management system. 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)**

### Type of Food Safety Management System Required

**Contravention** Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food
- Identify the critical limits (what is acceptable and unacceptable)
- Monitor critical control points to ensure critical limits are met
- Keep appropriate records to demonstrate control measures are effective

### Food Hazard Identification and Control

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

- cooking
- cross-contamination

### Proving Your Arrangements are Working Well

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

- daily diary

**Contravention** The following are needed in order to demonstrate your food safety management system is working:

- daily records
- opening and closing checks
- food safety issues not adequately recorded
- four-weekly reviews
- no written product recall procedure
- no written procedure/monitoring of use of hot holding cabinet used as a proofer.
- I acknowledge you had some electronic information/guidance sheets regarding HACCP on your laptop as well as some blank sections of Safer Food Better Business (SFBB). However it was not easy to follow and lacked detail regarding your business operation.

**Information** You informed me that you are reviewing your HACCP and supporting documentation.

**Recommendation** Contact a food testing laboratory to check shelf life guidance/information and bacterial levels are safe as you use couriers/post some of your products at ambient temperatures.

**Recommendation** Undertake advice from a specialist food safety consultant on your business operation and HACCP documentation.

### Allergens

**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.