



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Caffe Nero
Address of food business:	20 Gentlemans Walk Norwich NR2 1NA
Date of inspection:	19/06/2024
Risk rating reference:	24/00256/FOOD
Premises reference:	06580/0020/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS, Cleaning Schedule, Training Certificates/records, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe, serving local community, part of national chain.

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 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:

- uncovered pastries at the main counter. A medium height sneeze guard was installed with the majority of foods covered sited behind it. However, there were also numerous products above this protective screen and not covered. I was pleased to note your general manager arranged for covers/protective sheets were placed over these foods when I brought this to their attention

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:

- no means for hygienically drying hands was available at the dedicated wash hand basin in the main counter area. A blue roll for drying hands was made available, however, this was sited well away from the dedicated wash hand basin near a washing up sink. This may indicate staff were using the washing up sink to wash their hands
- a jug of cold tap water was sitting in the dedicated wash hand basin being filled by staff at main counter area
- cleaning equipment i.e. sponges and scourers was seen at the dedicated wash hand basin. This indicates equipment is routinely washed up in this sink
- the soap dispenser to the dedicated wash hand basin was broken and also obstructed by brown plastic lids. These lids were likely to equipment being washed up in this sink

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

Information Handwashing is required:

- * before handling ready-to-eat food
- * after touching raw food and its packaging, including unwashed fruit and vegetables
- * after a break/smoking
- * after going to the toilet
- * after cleaning
- * after removing waste
- * after blowing your nose

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:

- around equipment feet
- behind and under equipment
- floor/wall junctions

Maintenance

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

- woodwork damaged
- scale build up to stainless steel sink in upstairs kitchen.
- this sink was also slightly coming away from the wall and creating a gap/dirt trap

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- insufficient or poorly sited wash hand basins

Legal Requirement An adequate number of wash-hand basins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water.

Legal Requirement The facilities for washing food or equipment must be separate from the hand-washing facility.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- no fly screens fitted to the open window in upstairs kitchen

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. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. **(Score 5)**

Type of Food Safety Management System Required

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

Proving Your Arrangements are Working Well

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

- although there was a clearly indicated dedicated wash hand basin behind the main counter, management were allowing it not to be for this sole task. This is

contrary to your food safety and staff training procedures. I was informed that more hand wash sinks and/or improvements to the layout of the main counter had been requested by management

Traceability

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