



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Costa Coffee
Address of food business:	2 - 8 London Street Norwich NR2 1LH
Date of inspection:	12/08/2024
Risk rating reference:	24/00335/FOOD
Premises reference:	21/00366/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Storeroom, Main Kitchen, Servery
Records examined:	Pest Control Report, Training Certificates/records, Cleaning Schedule, FSMS, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Café/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 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

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

#### Hand-washing

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

- there was no hot water to the wash hand basins downstairs and in the servery. However hot water was available to the wash hand basin in the washing up area and the washing up sink in the servery

**Legal Requirement** Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

**Legal Requirement** The way gloves are used in your premises was unhygienic and likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be disposable and should always be changed between the handling of raw and ready-to-eat foods. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

### Personal Hygiene

**Observation** I was pleased to see that standards of personal hygiene were high.

### Temperature Control

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- the display chiller was not keeping foods at below 8°C

**Legal Requirement** If you rely on selling cold food (displayed over 8 °C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

**Guidance** You cannot rely on taking chilled food temperatures by reading the temperature display on the refrigeration unit. You need an independent method that is clearly related to the actual food temperature

**Information** You can place a food mimic in your fridges. These can then be probed to get a more accurate estimate of the temperature of foods in your fridges (some businesses use a block of lard/ a lemon)

### Unfit food

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

- whipping cream was being stored beyond its 'Use by' date of 10/8

**Legal Requirement** The 'Use by' date is the date until which the manufacturer of the food guarantees it is safe to eat. Food used beyond its 'Use by' date may be of poor quality or unfit. You must check your stock daily and dispose of any out of date food

## **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
- flooring behind and under equipment
- floor/wall junctions
- flooring badly marked
- cleaners sink

### Cleaning of Equipment and Food Contact Surfaces

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

- handle to freezer numbered 15
- seals to fridges/freezers
- interior ceiling to microwave downstairs
- interior to microwave in servery
- handle to microwave in servery
- wheels to equipment
- interior to fridge

### 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:

- leak to cleaners sink in kitchen

### Pest Control

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

- the electric fly killer was not attracting flies as flies were seen.

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

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

#### Type of Food Safety Management System Required

**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.

#### Food Hazard Identification and Control

**Contravention** The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- services and facilities are inadequate

**Contravention** You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria surviving in prepared food

#### Proving Your Arrangements are Working Well

**Contravention** You are not working to your food safety management system:

- daily checks as no hot water to wash hand basins

#### 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.

#### 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 in food

**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.