

**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                  |  |
|----------------------------------|--|
| Name of business:                | Pips Coffee  |
| Address of food business:        | 29 St Augustines Street Norwich NR3 3BY                |
| Date of inspection:              | 24/02/2026   |
| Risk rating reference:           | 26/00150/FOOD  |
| Premises reference:              | 25/00312/FD_HS   |
| Type of premises:                | Cuisine - Coffee Shop                                  |
| Areas inspected:                 | All  |
| Records examined:                | Training Certificates/records, Cleaning Schedule, SFBB |
| Details of samples procured:     | None   |
| Summary of action taken:         | Informal   |
| General description of business: | Coffee shop  |

**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>                    | <b>0 - 15</b> | 20 | 25 - 30 | 35 - 40 | 45 - 50 | > 50 |
| <b>Your Worst score</b>                    | <b>5</b>      | 10 | 10      | 15      | 20      | -    |
| <b>Your Rating is</b>                      | <b>5</b>      | 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. **(0)**

#### Contamination risks

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

#### Handwashing

**Information** Handwashing was being managed by food handlers using the wash up sink and the wash hand basin in the toilet, this indicated hand washing was not suitably managed. Hand-washing facilities for food handlers should be designated as solely for the purpose of hand-washing and using a wash hand basin in a toilet involves risk of introduction of contamination from the toilet cubicle to the servery area.

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

**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.

## Personal Hygiene

**Observation** I was pleased to see that standards of personal hygiene were generally very good.

## Temperature Control

**Observation** I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

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

### Cleaning of Structure

**Observation** The premises had been well maintained, and the standard of cleaning was exceptionally high.

### Cleaning Chemicals / Materials / Equipment and Methods

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

### Maintenance

**Observation** I was pleased to see the premises had recently been refurbished.

### Facilities and Structural provision

**Contravention** The following facilities were inadequate and must be improved:

- no toilet lobby
- insufficient 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.

**Information** The only wash hand basin was located in the toilet, which opened directly into the servery. A graduated and risk-based approach has been taken on this occasion as no food preparation takes place in the servery, it is only used for making drinks and serving up sweet treats that are kept covered. There is, however, an insufficient number of wash hand basins on the premises. Please be advised that further

enforcement action may be taken where it is noted that you have not taken action to remedy the issue as a matter of urgency.

### 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.

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

### Type of Food Safety Management System Required

**Observation** You were monitoring (and recording) the temperatures of your fridge and could demonstrate effective systems for controlling bacterial growth.

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

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

### 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 (insufficient wash hand basins and no toilet lobby).

**Information** Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective.

### 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

**Information** Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT 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.