

Public Protection (food & safety)

Food Premises Inspection Report

| | |
|----------------------------------|---------------------------------------|
| Name of business: | OP Coffee Co |
| Address of food business: | St Georges Works 51 Colegate, NR3 1DD |
| Date of inspection: | 03/03/2026 |
| Risk rating reference: | 26/00173/FOOD |
| Premises reference: | 25/00094/FD_HS |
| Type of premises: | Restaurant or cafe |
| Areas inspected: | All |
| Records examined: | FSMS |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Cafe |

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 5 - a very 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. **(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:

- cake was left uncovered on the counter
- personal items (such as mobile phones) close to food in food area

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 Regularly check equipment for deterioration. For example, the plastic coating on food tongs splits and cracks over time and risks plastic contaminating food and makes cleaning difficult.

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

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

Handwashing

Observation I was pleased to see handwashing was well managed.

Personal Hygiene

Recommendation Ensure that appropriate aprons are worn by staff working in the servery.

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

Temperature Control

Legal Requirement The cold chain is not to be interrupted. However, limited periods outside temperature control are allowed for handling during preparation; transport; storage; display and service of food provided that it does not result in a risk to health.

Guidance All food products should be stored in accordance with the manufacturer instructions.

Guidance There are 2 exemptions from temperature control requirements (providing all other food safety requirements are met):

1. Cooked pies and pasties containing meat, fish or vegetables or any combination of these, encased in pastry, to (which nothing has been added after baking) and uncut sausage rolls that are intended to be sold on the day of production or the next day.
2. Uncut baked egg and milk pastry products e.g. custard tarts and Yorkshire curd tarts, intended for sale within 24 hours of production

Recommendation Put a fridge thermometer in each of your fridges or chillers. These will give you an independent reading of the air temperature inside the unit.

Observation I was pleased to see you were able to limit bacterial growth 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

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

- front of storage units
- around equipment feet
- limescale around taps

Recommendation Ensure all wooden surfaces remain properly sealed and are routinely maintained to keep them smooth, cleanable, and in good condition.

Observation The premises had been well maintained, and the standard of cleaning was good.

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- contact time for surface sanitiser not observed

Information You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

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

Maintenance

Observation You are maintaining the premises in good condition.

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

Pest Control

Recommendation Carry out regular pest checks as part of routine monitoring to help identify any signs of activity at an early stage.

Observation There is no evidence of pest activity on the premises.

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. **(5)**

Type of Food Safety Management System Required

Contravention Although appropriate opening and closing checks were being completed, you were unable to demonstrate an underlying food safety management system (such as Safer Food Better Business) to support these records. As a servery operation handling baked goods and reheated items, you must have an accessible, site-specific FSMS in place.

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.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Information If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website www.food.gov.uk/business-industry/caterers/sfbb However, do make sure staff have access to it at all times when working.

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

Food Hazard Identification and Control

Contravention The documented food safety management system you operate is inadequate as:

- Monitoring checks in place, but you do not detail the corrective actions to take when a critical limit is exceeded

Proving Your Arrangements are Working Well

Observation You use WhatsApp to communicate any issues and are completing daily opening and closing checks, which were up to date at the time of the inspection.

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

Legal Requirement The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

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 Staff are informed of allergen information, which is currently communicated only via WhatsApp.

Recommendation Make a chart listing all the food you serve together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.