



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Blue Bear Coffee Co.
Address of food business:	13A Tombland Norwich NR3 1HF
Date of inspection:	12/03/2026
Risk rating reference:	26/00247/FOOD
Premises reference:	23/00167/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	Temperature Control Records, FSMS, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Coffee shop and packaging of own brand coffee on site to retailers and customers.

**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 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. **(5)**

#### 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 wearing pullovers contrary to your food safety procedures
- staff were not wearing suitable protective clothing

**Legal Requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

### 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:

- ceiling
- behind and under equipment

## **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. Some minor issues were identified relating to staff supervision and training. 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. **(10)**

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

- training records. No record of food handling staff onsite during my inspection were recorded within the staff training records the SFBB pack. Even volunteers who handle or prepare food or drinks should have a record within the pack.
- personal hygiene

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

- no written procedure for the packaging of own branded coffee beans into dedicated bags. It was noted that members of the public were sited at the large packaging table prior to a staff member bagging loose coffee beans. You need to have a simple procedure for staff to follow to ensure that any easily identifiable risks to this product are controlled or reduced to safe levels. (See my comment on HACCP implementation above in this report). Such control measures could include cleaning or disinfecting the table prior to use as some utensils used to decant coffee beans were seen placed directly on the table surface. The food handler packaging the coffee beans was also wearing jewelry and not wearing fully compliant protective clothing.

**Information** You had not fully followed matters on your pre-inspection audit to improve your predicted score. However, I acknowledge that you had improved handwashing facilities and improved some of written food safety procedures and HACCP documentation.

**Observation/Information** I was pleased to note that you took advantage of the pre-inspection audit process prior the risk rated inspection.

### Training

**Contravention** The following evidence indicates there is a staff training need as food handlers:

- were not aware of the food safety management system

**Legal Requirement** Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles.