



**Public Protection (food & safety)**  
**Food Premises Inspection Report**

Name of Business:	Strangers Coffee
Address of food business:	10 Dove Street Norwich NR2 1DE
Date of Inspection:	17/03/2016
Risk Rating Reference	16/00260/FOOD
Inspection Reference	EH16/2172
<hr/>	
Type of Premises:	Retail shop
Areas Inspected:	All
Records Examined:	None
Details of Samples Procured:	None
Summary of Action Taken:	Informal

**Introduction**

The report has been divided into the three areas which you are scored against: food hygiene and safety procedures, structural requirements and 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 on the next page. You can use the table to see where you have done well and where improvements can be made.

Sections identifying health and safety and public health concerns may be included at the end of the report, these do not form part of your food hygiene rating.

**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

**What you must do to comply with the law**

The report may include contraventions - matters which do not comply with the law **(Contraventions)**. 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 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 **(Observation)**, useful information **(Information)** and recommend good practice **(Recommendation)**.

**Disclaimer**

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:

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



#### Appealing your rating

- Discuss the rating with the inspector
- Enter your appeal within 14 days of this notification
- For full details and the form visit [www.norwich.gov.uk/foodhygieneratings](http://www.norwich.gov.uk/foodhygieneratings)

#### This space is reserved for your Right of Reply

- You have a 'right to reply'. This allows you to explain what improvements you have made or to explain the standards we found at the time of this inspection.
- For full details and the form visit [www.norwich.gov.uk/foodhygieneratings](http://www.norwich.gov.uk/foodhygieneratings)

#### This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- For full details and the form visit [www.norwich.gov.uk/foodhygieneratings](http://www.norwich.gov.uk/foodhygieneratings)

### General description of the business

Speciality coffee shop. Serving coffee to local community.

## **1. Food Hygiene**

### **Summary:**

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 items exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects.

- Open sacks of coffee beans

### 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 outdoor clothing such as jeans and wool jumpers. Food handlers should be wearing clean adequate protective clothing i.e an apron worn over short sleeved tops.

### Temperature Control

**Contravention** Food was not protected from bacterial growth during storage.

- You were not monitoring the temperature of the milk stored in the under counter fridge.

### Recommendations

**Recommendation** To further improve standards I recommend the following.

- You are currently using a standalone (teal) wash hand basin for staff to wash their hands. If your business expands you will need to install a dedicated wash hand basin connected to a mains potable water supply. You informed me that you are in discussions with the premises management company to connect to the mains water and waste supply. You have had a plumber survey your shop and been advised that connection is possible. I recognise you have a wash hand basin in the upstairs staff W.C. but this is not practical to use as your sole wash hand basin given its location.
- Staff wear hats to prevent risk of physical contamination.
- You purchase a fridge thermometer and record your milk fridge temperatures daily.

## **2. Structure and Cleaning**

### **Summary:**

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. **(Score 5)**

### **Cleaning of Structure**

**Contravention** The following structural items were dirty and require more frequent and thorough cleaning.

- Base of milk fridge.
- Seals to milk fridge.
- Exterior surface to door of milk fridge

**Contravention** The following items could not be effectively cleaned and must be covered or made non-absorbent.

- Wood pallets to store open sacks of coffee beans.
- Recycled hessian coffee sacks were used as curtains to under counter storage area.

### **Maintenance**

**Contravention** The following items had not been suitably maintained and must be repaired (or replaced).

- A door had come off its hinges in main counter to a storage area. You need to re-attach the door.

### **Facilities and Structural provision**

**Contravention** The following facilities were inadequate or absent and must be provided or improved.

You had no sink connected to mains supply to wash equipment or utensils. As mentioned earlier in this report you are making enquiries with the premises management company on this issue. As you are not preparing any food, cutting or handling high risk open foods you

currently use a combination of a container filled with hot water from your large commercial espresso barista equipment to wash/clean limited equipment/utensils or transport them to your neighbouring food business.

### Recommendations

**Recommendation** To further improve standards I recommend the following.

- You remove any redundant or non-work related equipment from upstairs storage area.

### 3. Confidence in Management

#### Summary:

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

#### Food Hazard Identification and Control

**Contravention** The following matters demonstrated that you have not identified hazards to food or the methods of control at critical points of your operation.

- You were not monitoring the temperature of the milk fridge.

#### Documented Food Safety Management System

**Contravention** You had not written down the procedures you have in place to ensure your food is safe. Put in place a documented system (such as HACCP or SFBB) that identifies the hazards to food at every stage and the methods you use to control them at points which are critical to food safety.

**Recommendation** I would strongly recommend you choose 'Safer Food Better Business' as your food safety management system.

**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](http://www.food.gov.uk/business-industry/caterers/sfbb)  
Contact us for details of our training workshops on 01603 212747

**Legal Requirement** Alternatively as your business is currently low risk your written procedures need not be elaborate. However, there must be some documentation and would suggest; rules of hygiene (including how and when staff wash their hands and your exclusion policy); cleaning schedule; date coding; pest reports and basic temperature control given you have a milk fridge

