



Public Protection (food & safety)
Food Premises Inspection Report

Name of Business:	Costa Coffee		
Address of food business:	48 London Street Norwich NR2 1LA		
Date of Inspection:	25/04/2016		
Risk Rating Reference	16/00282/FOOD		
Inspection Reference	EH16/2100		
Type of Premises:	Restaurant or cafe	Areas Inspected:	All
Records Examined:	FSMS, Temperature control records, Training certificates / records, Industry guidance available on site		
Details of Samples Procured:	None		
Summary of Action Taken:	Informal letter		

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

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
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Your Food Hygiene Rating is 5 - a very 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

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

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

General description of the business

City centre cafe serving teas and coffee, light snacks, sandwiches and cakes

FOOD SAFETY

Food Hygiene

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. **(Score 0)**

Contamination

Recommendation Almonds are a potential allergen so I was pleased that cakes containing almonds had been put to the back of the display where there was little chance of them contaminating other foods. However a number of almonds had spilled onto the surface and lay adjacent to other cakes. Consider providing a separate tray into which almond-topped cakes can be placed and/or provide greater separation.

Hand washing

Recommendation Keep the ledge in front of the wash hand basin in the servery free of items so that the basin is readily available and hand washing is made easy.

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. **(Score 5)**

Cleaning of Structure

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

- There were cobwebs at high level in the rear kitchen
- The wash hand basin in the changing area was dirty
- The tap head serving the above basin was badly scaled

Recommendation To further improve standards I recommend the following:

- Remove the redundant coffee grinder from the rear window ledge where it takes up space and makes cleaning harder.
- The wall in the changing room had been repainted but was still damp to the touch. Consider damp-proofing this wall to avoid having to regularly repair and repaint it.

Observation I was pleased to see that the premises had recently been completely refurbished and standards of cleaning and maintenance were generally very high.

Facilities

Observation I was pleased to see the toilet facilities had been greatly improved and would encourage you to apply for the Council's Disabled Access Business merit.

Confidence in Management

A food safety management system is in place and you comply fully with the law. Hazards to food are understood, properly controlled, managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

Good Practice

Observation I was pleased to see that allergens had been identified and appropriate information was made available to your customers.

