



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Starbucks
Address of food business:	411 Chapelfield Plain, Chapelfield, Norwich, NR2 1SZ
Date of Inspection:	06/10/2017
Risk Rating Reference:	17/00631/FOOD
Premises Reference:	17/00248/FD_HS
Type of Premises:	Cuisine - Coffee Shop
Areas Inspected:	Servery, Preparation room
Records Examined:	FSMS, Cleaning schedule, Temperature control records, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business:	Coffee take-away

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 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 risks

Observation Contamination risks were controlled.

Hand-washing

Observation Hand washing was managed well and wash hand basins were well stocked with hand cleaning material.

Personal Hygiene

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

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 diligently monitoring temperatures.

Observation You are servicing a very limited range of ambient temperature cakes and biscuits. You have a sample range out on display which are not for human consumption and are storing them for sale in the fridge to protect them from contamination. This is good practice - especially considering your establishment set up and environment.

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. **(Score 5)**

Cleaning of Structure

Observation The kitchen had been well maintained and the standard of cleaning was exceptionally high.

Cleaning Chemicals / Materials / Equipment and Methods

Observation You informed me you are removing all items and taking them to be cleaned at the St. Stephens street Starbucks - this arrangement is sufficient considering the limited provisions you have.

Ensure large stationary pieces of equipment, which can not be transported to the other store do not become soiled over the course of time.

Maintenance

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

Facilities and Structural provision

Observation Your staff have to leave the premises if they need to use the toilet, ensure there is sufficient cover and break provision for staff to work comfortably - I was informed of an arrangement you have in place to use facilities of a near by premises.

3. 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)**

Type of Food Safety Management System Required

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

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

Observation You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

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 and/or managers had been trained to an appropriate level and evidence of their training was made available.

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

Observation You had identified the presence of allergens in your open food and had brought this to the attention of your customers.

Health and Safety

Matters of evident concern

Observation Your premises is an outside kiosk with strong winds passing through the building, the current temperature is 15.1C internally. I note you have provided fleeces for use by your staff, as the seasons adjust there is an increased possibility of this working environment becoming very cold.

Monitor the temperature and conditions for the health and well-being of staff.

Manual Handling

Information The HSE has guidance on manual handling www.hse.gov.uk

Observation Staff are required to push equipment for cleaning and stock from the St. Stephens Street store to this one, ensure the trolley is suitably maintained and sufficient for use.

