



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:	03/12/2018
Risk rating reference:	18/01074/FOOD
Premises reference:	15/00270/FD_HS
Type of premises:	Retail shop
Areas inspected:	All
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 Roasters and Take Away Coffee

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
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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. **(Score 5)**

Personal Hygiene

Contravention At the time of inspection it was noted that not all members of staff were wearing over-clothing while serving and roasting the coffee. You must ensure that an apron is worn while roasting or serving to minimise the risk of contamination.

Poor Practices

Observation The documents were stored behind the coffee roasting machine. Ensure that all documentation is stored in the office area away from food.

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)**

Maintenance

Contravention The following items had not been suitably maintained and must be repaired or replaced:

- seals to the milk fridge under the counter

3. Confidence in Management

Observation I was pleased to see that you were monitoring (and recording) the temperatures of your fridges and that your staff are suitably supervised and trained. However I would strongly recommend you add and choose 'Safer Food Better Business' (SFBB) as your food safety management system. **(Score 5)**

Legal Requirement 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 schedules, pest reports.

Information You can download a Safer Food Better Business pack and refill diary pages from www.food.gov.uk/business-industry/caterers/sfbb Details of our SFBB workshops can also be found at www.norwich.gov.uk/foodsafetytraining

HEALTH, SAFETY AND WELFARE

Recommendation Ensure that the stairs are free from trip hazards or obstacles.