



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Starbucks
Address of food business:	10 Castle Mall Norwich NR1 3DD
Date of inspection:	06/02/2024
Risk rating reference:	24/00089/FOOD
Premises reference:	16/00328/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS, Training Certificates/records, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe/take-away-part of national chain.

**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)**

#### **Hand-washing**

**Observation** I was pleased to see hand-washing was well managed.

#### **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:

- food handlers were wearing jewellery

## Temperature Control

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- one of your fridges behind main counter was indicating a temperature of 13 degrees C. You need to investigate the reason for this high temperature. There were no high risk products stored in this unit at the time of my visit

## **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

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

- around equipment feet
- behind and under equipment
- base of metal feet to racking in rear food store

### Maintenance

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

- damaged/broken hinge to milk fridge

## **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. Your staff are suitably supervised and trained. Your records are appropriate and generally maintained. **(Score 5)**

### Traceability

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