

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Costa Coffee
Address of food business:	Costa Coffee 2B Albion Way Norwich NR1 1WR
Date of inspection:	24/06/2025
Risk rating reference:	25/00555/FOOD
Premises reference:	07/00386/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS, Pest Control Report, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe

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 4 - a 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

Contravention The following indicated that hand washing was not suitably managed:

- there was evidence the wash hand basin was used for other purposes e.g washing equipment (probe)

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 monitoring temperatures.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

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

- around equipment feet
- behind and under equipment
- floors throughout the premises
- wash hand basin
- equipment sink

Contravention The following items could not be effectively cleaned and must be covered, made non-absorbent or replaced:

- rawl plugs and drill holes in wall
- cut ends of plastic coated shelving exposed (servery)
- exposed areas of bare and unfinished plaster on walls and small area of flaking paint (wash-up/store-room)

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Cleaning of Equipment and Food Contact Surfaces

Observation You had colour-coded equipment on which to prepare food.

Recommendation Remove the protective film from the ice machine and inside of the fridge to aid effective cleaning.

Cleaning Chemicals / Materials / Equipment and Methods

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilution or allowing a sufficient time for the product to work (contact time). Always follow the instructions on the product label.

Maintenance

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

- work tops and woodwork damaged in the servery (water damage)

Facilities and Structural provision

Observation I was pleased to see that adequate facilities had been provided.

Pest Control

Contravention There is evidence of pest activity on the premises:

- flies indicating poor cleaning in the servery (including on syrup bottles)

Contravention Pest proofing is inadequate particularly in the following areas:

- the electric fly killer was not attracting flies as flies were seen in the servery area

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. **(Score 5)**

Type of Food Safety Management System Required

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

Observation You were monitoring (and recording) the temperatures of your fridges and freezers and could demonstrate effective systems for controlling bacterial growth.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- cleaning is poor in places
- pest control is inadequate
- parts of the structure are in a poor state of repair (worktop/unit with water damage in the servery)

Information Before implementing a food safety management system, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Legal Requirement Cleaning and pest control issue not addressed adequately.

Traceability

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

Infection Control / Sickness / Exclusion Policy

Guidance UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

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

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

Allergens

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

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

Health and Safety

I recommend you check your fridge handles in the store room as some were loose and this could be a finger trapping hazard.