

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of business:	Caffe Nero
Address of food business:	Chapelfield 40 - 46 St St,NR1 3SH
Date of inspection:	01/10/2025
Risk rating reference:	25/00772/FOOD
Premises reference:	16/00253/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Storeroom, Servery, Main Kitchen
Records examined:	Cleaning Schedule, Temperature Control Records, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Coffee shop / café

### **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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	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. **(5)**

#### Contamination risks

**Contravention** The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- personal items (headphones) close to food in food areas
- miscellaneous clutter due to poor housekeeping
- damaged equipment is in use that could shed broken particles (oven glove)

#### Hand-washing

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

- the wash hand basin was obstructed

#### 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. **(10)**

### **Cleaning of Structure**

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

- wash hand basin
- walls particularly behind food preparation surfaces
- mastic joints behind sinks
- high level cleaning
- hand contact surfaces such as light switches and door handles
- floor wall junctions
- ceiling
- behind and under equipment
- around equipment feet

**Recommendation** Improve your housekeeping .

### **Cleaning of Equipment and Food Contact Surfaces**

**Contravention** The following items are dirty and must be cleaned:

- hand contact surfaces (light switches, door handles)

### **Cleaning Chemicals / Materials / Equipment and Methods**

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilutions 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:

- paintwork worn or peeling
- wall surfaces damaged

### **Facilities and Structural provision**

**Recommendation** Lack of staff changing/storage area led to the kitchen being cluttered and more difficult to clean.

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

### **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. **(5)**

#### **Type of Food Safety Management System Required**

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

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

#### **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:

- maintenance is poor
- cleaning and sanitation are poor

#### **Proving Your Arrangements are Working Well**

**Contravention** The following are needed in order to demonstrate your food safety management system is working:

- cleaning schedule completed but not adhered to
- cleaning schedule

#### **Traceability**

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

#### **Waste Food and other Refuse**

**Observation** Waste managed by the shopping centre.

#### **Allergens**

**Observation** You had clearly shown the presence of allergens in your food on your menu.