



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Caffe Nero
Address of food business:	95 Unthank Road Norwich NR2 2PE
Date of inspection:	28/01/2026
Risk rating reference:	26/00063/FOOD
Premises reference:	16/00359/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Dry Store, Servery, Yard, Back of House
Records examined:	Pest Control Report, Temperature Control Records, FSMS, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	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>	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	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. **(0)**

#### 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:

- oven gloves dirty

#### Hand washing

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

#### Personal Hygiene

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

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

### **Cleaning of Structure**

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

- ceiling above the counter
- front of house counter top
- front of house wall tiles

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

- front of house counter top

### **Maintenance**

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

- back of house wall surfaces
- front of house counter top

## **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. **(0)**

### **Traceability**

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

### **Allergens**

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

**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 & SAFETY**

### **Fire**

**Contravention** The following fire safety were not adequately controlled (my concerns will be forwarded to Norfolk Fire Service):

- during the inspection, it was observed that the back of house fire exit door was stuck in its frame when attempting to open it. The door did not open freely and required force to move, which could impede safe and immediate escape in the event of an emergency
- there was no clear means of escape from the back of house area. Upon exiting the rear fire exit door, the escape route was obstructed by fencing and the positioning of surrounding private residential properties. This prevented a clear and unobstructed path to a place of safety