



The Company Secretary
Cuppacoff Limited
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Our Ref: 074665
Enquiries to: Davey Byrne
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Tel. Direct: 01482 396381
Date: 11th March 2016

Dear Sir or Madam

Food Safety and Hygiene (England) Regulations 2013, Regulation (EC) No. 852/2004

Please find below a report following my recent food hygiene inspection of your food business. The business was subject to a voluntary closure agreement owing to an imminent risk to public health from the conditions found during my audit. The terms of the agreement were met and I issued a certificate to state that the health risk condition no longer existed on the 9th March 2016 following a further audit of the site. I enclose a copy of these documents with this correspondence. They have also been hand delivered to [REDACTED], General Manager for the Group and signatory on behalf of Cuppacoff Limited. The contraventions, as listed below, refer to my primary inspection on the 8th March 2016. This visit was carried out as a result of a food business complaint, received by our department, from a member of the public who had concerns about the level of cleanliness across the business. A full programmed inspection was carried out and the FHRS rating awarded below reflects the conditions onsite at the time of the audit.

Business subject to inspection name and address:	Costa Coffee, 25-27 Market Place, Pocklington, York, East Riding Of Yorkshire YO42 2AS
Date and time of inspection:	8 th March 2016 at 13:30
Type of business:	Restaurant
Name of person seen/interviewed at premises:	<ul style="list-style-type: none"> • [REDACTED], Relief Manager of the site • [REDACTED], General Manager of Adil Group of Companies and spokesman for Cuppacoff Limited.
Areas inspected:	All food related areas, sanitary accommodation, dining areas and rear external waste storage area.
Documents and records examined:	<ul style="list-style-type: none"> • Cleaning schedules • Action Plans for the site • Pest Control • Daily monitoring records • HACCP
Samples taken:	Photographic evidence to support offences found on site.
Key points discussed during the inspection:	<p>Numerous issues identified including:</p> <ul style="list-style-type: none"> • Extensive cleaning neglect throughout the premises • Drainage odours • Lack of hand washing by food handlers • Due diligence not reflecting the site • Ice machine mouldy • Food safety procedures not put into implementation



Action to be taken by this authority:	Details on the actions you must take are provided in Schedule A. Schedule B contains recommendations to improve practices across the site. As stated on the voluntary closure agreement and discussed at the time of inspection the agreement is without prejudice to the right of the East Riding of Yorkshire Council to institute proceedings for the contraventions of the Food Safety and Hygiene (England) Regulations 2013. Should the decision be taking to instigate said proceedings you will be informed in writing at the earliest convenience.
Inspecting officer:	Davey Byrne EHO and Rachel Breach FSO
Contact telephone number:	01482 396381

Following the inspection the works listed on the attached schedule(s) require your attention:-

Schedule A Contraventions of Food Safety Legislation

The matters detailed in Schedule A are contraventions of a legal requirement and must be corrected. Failure to comply with these contraventions could result in further enforcement action. The schedule provides details of where you are not complying with the regulations, tells you what you need to do to put the matter(s) right and gives a timescale for doing so. It also provides details of the areas you need to concentrate on in terms of the three components of your Food Hygiene Rating (Food hygiene and safety procedures/ Structure, layout and cleanliness/Confidence in management).

Schedule B Food Safety Recommendations

Although these recommendations are not legal requirements, they should help you to provide safe food and I hope you will follow this advice.

Any works you carry out as a result of requirements or recommendations detailed in this correspondence may require Building Control/Planning Permission/Listed Building consent from this Council **which must be in place before** the works commence and it is your responsibility and at your cost to obtain such consents. Where obtaining such consents will delay the completion of works, please advise me.

The National Food Hygiene Rating Scheme

The Council has adopted the National Food Hygiene Rating Scheme and enclosed with this letter is a Food Hygiene Rating window sticker together with an advice note which gives details on the operation of this scheme. (In cases where this letter is sent to the head office of the business, the sticker will have been sent directly to the local branch) **As you will see, your establishment has been given a rating score of 0.**

Please display the window sticker in a prominent position on your premises where it can be easily seen by the public, for example on the entrance door or window of your premises. It is not currently a legal requirement in England to display your rating. Please remove any previously issued stickers or certificates so that the rating information remains up to date. It may be an offence under consumer protection laws to display an out of date or altered certificate or sticker which misleads the public.

If you consider that the score shown is unjust, in that it does not fairly reflect the hygiene standards and/or management controls found at the time of the inspection, then you have the right to appeal. Details on how to appeal, how to apply for a re-inspection, and your "Right to Reply" are contained within the enclosed advice note. This must be made on the appropriate form which can be downloaded from the Council's website.

The inspection findings are based upon the activities examined at the time of the visit and it is possible that not all aspects of your food operation could be observed during the inspection.

I intend to re-visit the premises within 4 weeks to check that the requirements in Schedule A have been completed. (This visit is independent of any re-inspection you may request to have your business re-assessed under the Food Hygiene Rating Scheme)

Should you wish to discuss alternative works, or require further information, please do not hesitate to contact me at the above office by phone, letter or e mail.

Our website address is www.eastriding.gov.uk/foodserves and you can find further information on the site about food safety issues and the Food Hygiene Rating Scheme.

The Council has a clear enforcement policy, which ensures we act consistently, fairly and in a balanced way. A copy of the enforcement policy is available either from this office on request or on our website. If you feel that the action I have asked you to take is not justifiable you can make representations to my manager, John Teahan, at this address or by telephone on 01482 396224 within two weeks of the date of this letter. (This will not affect your right of appeal under the Food Hygiene Rating Scheme)

Yours faithfully

Davey Byrne

Environmental Health Officer

CC:-

1. [REDACTED], Manager of the store. FHRS sticker sent to this address.
2. [REDACTED], General Manager of Adil Group of Companies by signed scanned email to [REDACTED]

Enclosed:-

1. Copy of the Voluntary Closure Agreement
2. The Health Risk Condition no longer exists certificate.
3. FHRS Rating sticker (sent to the business directly)
4. FHRS advisory sheet.

SCHEDULE A

FOOD SAFETY SCHEDULE OF CONTRAVENTIONS (ITEMS THAT YOU MUST ATTEND TO)

ADDRESS: Costa Coffee, 25-27 Market Place, Pocklington, York, East Riding Of Yorkshire YO42 2AS

LEGISLATION CONTRAVENED / RATING SCORE ISSUE Regulation (EC) No. 852/2004, Article 4 (2), Annex II unless otherwise stated.	DETAILS OF CONTRAVENTION and REMEDY (Remedy shown in bold)	COMPLIANCE BY DATE
Article 5 para 1 Food Hygiene and Safety Confidence in Management/control procedures	It was noted that you have in place a documented Food Safety Management System. I am also aware of your Primary Authority Agreement with Westminster Council. However, <ul style="list-style-type: none">• The cleaning schedule, a prerequisite to your Food Safety Management System, was not being implemented. Action plans arising from a site internal audit dated 4th February 2016 were plastered all over the fridge doors. Crude additional cleaning aide memoires were stuck to the dish washer and the boiler.• The poor conditions found during the inspection were not recorded within due diligence book. There was no tangible action plan to deep clean the site despite obvious deficiency.• Food safety issues raised by previous inspecting officers remain a concern at the premises. Excessive storage of packaging, ingredients and cleaning chemicals in the upstairs store room are exacerbating the cleaning deficiencies. This room is also used as the pot wash and an office. Storage solutions must now be addressed at this site. Alternatives to the cluttered and uncleanable food room I witnessed are essential in order to ensure improvement going forward.	Ongoing

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	<ul style="list-style-type: none"> • As a result of my discussion with Mr [REDACTED], General Manager in a closing meeting mitigation was offered that there had been a series of management issues with the branch since the start off 2016. It was clear from my findings that the site was lacking managerial guidance. <p>You must revisit you existing cleaning schedule for the site. It is clearly not encompassing enough. Area specific detailed schedules should be drafted as a matter of urgency. It should incorporate movement of fixed or heavy equipment like the coffee machine or the milk fridge for cleaning around and beneath. Food handlers appeared to be doing only token surface cleaning and not the level of thorough deep cleaning required. Ensure the right specialist equipment is provided to carry out cleaning to the required standard. Retraining in basic cleaning techniques should be offered to all staff. It is also essential that a Manager, in all instances, verifies that tasks have been carried out to your brand standard before signing the Costa checklist.</p>	
Chapter I Paragraph 1 Structure and Cleaning	Your food premises, or some parts of it, were not kept clean, namely: <ul style="list-style-type: none"> • Dirty floors throughout the pot wash area – especially underneath equipment, behind the two upright fridges, behind the ice machine and under shelving. Numerous fragments of glass were observed across the flooring. These present a risk of physical contamination. • Food handlers not pulling out equipment from beneath counters. The milk fridge and its surroundings were filthy in the servery. 	Immediate and ongoing

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	<ul style="list-style-type: none"> • The “Proton” dishwasher was stained. • Shelving within the servery was inadequately cleaned and the hinge mechanisms to the cupboard doors were filthy. • The trolley upon which dirty crockery are returned to the pot wash was very dirty. Pay particular attention to the caster wheels. • The keyboard part of your till system was filthy. • The pot wash sink was dirty. It needed cleaning to the tap and handles. It will need regular descaling also. • The soap dispenser bottles as labelled “Purell advance” were grimy and dirty. Even the cleaning chemicals containers, as stored beneath the sink, were dirty. • The dust pans were stained and dirty. • The areas to the side of bins were very dirty. The bins themselves were in need of thorough cleaning. • The extract vent in the pot wash was dusty and had not been cleaned for a considerable time. • The patron’s sanitary accommodation (as marked Out of Order on the door) was in a filthy state. Pooling of water was observed beneath the wash hand basin. The toilet brush was contaminated with faecal matter. Irrespective of whether the facility was in use or not it was maintained in an unhygienic manner. A foul odour is still prevalent at the business from the drainage and needs to be addressed. • The excessive levels of stock at the business meant food handlers were not moving things to carry out routine cleaning and merely cleaning around the items. Haphazard storage on top of fridges also presents a health and safety risk. <p>You must keep the food premises clean. Particular attention should be paid to the above named areas. Refrain from sticking paperwork to fridges and walls across the business. They are hindering cleaning and disinfection.</p>	

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Chapter II Paragraph 1(a) Structure and Cleaning	The floor covering in the pot wash was dirty and visibly limescaled. You must carry out specialist cleaning to the floor covering and leave in a sound easy to clean condition.	2 Weeks
Chapter V Paragraph 1(a) Structure and Cleaning	The following items, with which food comes into contact, was/were dirty. <ul style="list-style-type: none"> • Some of the coffee trays were past the point of cleaning. They were stained and in need of renewal. • The inside of dairy fridge upstairs was stained with spilt milk. • The Panini machine. You must thoroughly clean and disinfect or replace the above named items and maintain in a clean condition.	Immediate
Chapter I Paragraph 4 Structure and Cleaning	The wash hand basin in the servery was being used to wash out dirty milk jugs and smoothie blenders. During my visit I saw no effective hand washing being carried out by team members. This coupled with the grossly substandard level of cleaning presented imminent risk. No hand drying facility was in place either. You must ensure that the basin is kept clean and available for use at all times for washing hands. It must not be used for any other purpose.	Immediate and Ongoing
Chapter I Paragraph 1 Structure and Cleaning	The seat to the ground floor WC pan was cracked. You must renew the toilet seat and leave in good working order.	1 week

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Chapter I para.9 Structure and Cleaning	The staff changing facilities were inadequate. You must provide a separate changing room with adequate secure storage for food handlers to store their outdoor clothing and personal belongings. Staff personal belongings were strewn around the pot wash/office space. Limited locker space is provided in what is the ventilated lobby to the ground floor toilet. I actually observed bottled water being stored within one locker which magnifies the pressure on storage across this operation.	2 weeks
Chapter VII Para 4 Food Hygiene and Safety	Ice was not made handled and stored under conditions which protected it from all contamination. The ice machine had significant black mould growth on the internal surface. You must ensure that ice is protected from contamination. Staff should be re-trained in how to clean and disinfect more complex items of equipment.	Immediate and ongoing

SCHEDULE B

FOOD SAFETY SCHEDULE OF RECOMMENDATIONS (ITEMS THAT YOU ARE ADVISED TO ATTEND TO)

ADDRESS: Costa Coffee, 25-27 Market Place, Pocklington, York, East Riding Of Yorkshire YO42 2AS

RELEVANT ITEM	RECOMMENDED ACTION
Hand Contact Points	All hand contact points i.e. light switches, taps and handles within food rooms should be cleaned and disinfected on a regular basis.
Pest Control	Be careful not to disturb bait boxes at the business when cleaning. Many were observed to be upturned. Also the insectacutor should be plugged in always.
Door to cubby hole	Provide a door to the cubby hole beneath the stairwell. It will provide must needed extra space for storage of cleaning equipment.
Decanting	Where possible and within reason decant deliveries from cardboard boxes before placing on shelves. Also remove from the business more frequently bulky cardboard waste as it is hindering routine cleaning.