

REQUEST 16527

Please could you inform me, why Costa Coffee, Spinning gate shopping centre, Leigh, has 3 star rating instead of 5?

RESPONSE

Please see report below.

FOOD BUSINESS INTERVENTION REPORT

Food Safety Act 1990
 The Food Safety and Hygiene (England) Regulations 2013
 Regulation (EC) No 853/2004 (retained EU law)
 Health and Safety at Work etc. Act 1974
 Food Information Regulations 2014; General Food Regulations 2004
 Other

Intervention: (Programmed Insp) Partial Insp; Reactive; Official control; Sampling.

Unique ID 313413 Trading name and address of business: COSTA COFFEE, UNIT 12 SPINNING WATE, LEIGH Post Code: WN7 4PG contact number: [REDACTED] email: [REDACTED]		Registered office address (if different): [REDACTED] [REDACTED] [REDACTED] Post Code: [REDACTED]	
Size and scale of the business UP TO 1000 CUSTOMERS PER WEEK. Type of food activities (including import/export) CATERING/RETAIL (FRANCHISE)		Name(s) of person(s) seen and/or interviewed: [REDACTED]	
Number of food handlers 9		Vulnerable Groups score Y / (N)	
Documents and/or other records examined		Areas inspected/audited. Special equipment, processes or features KILNEN STORAGE AREA	
Pest Control ECOLAB. ✓	HACCP/ SFBB S.O.F.S ✓	Food Premises Registration (Y) / N	
Temp monitoring ✓	Suppliers	Opening Hours 8-5.30 mon-sat 9.30-4.30 sun.	
Cleaning schedule ✓	Staff Training ✓		
Allergen matrix/ food labels ✓	Other		
Intervention rating scores		FOOD HYGIENE RATING	
Compliance with food hygiene and safety procedures	10	3 Generally Satisfactory	
Compliance with structural requirements	10		
Confidence in management/control procedures	5		
Action to be taken by food business and timescales See overview - on receipt of report.			
Action to be taken by the food authority: NO further action			
Officer name in capitals: [REDACTED]		Contact details of senior officer in case of dispute	
Signature: [REDACTED]		[REDACTED]	
Designation of Inspecting Officer E.H.O		Record received by:	
Contact details of officer [REDACTED]		Signature: [REDACTED]	
Date / time of visit 6/7/23 12.25pm		[REDACTED]	

Wigan Council operates the National Food Hygiene Rating Scheme. Your rating reflects the standards of food hygiene found on the date of inspection.

Important notes for food business operator following an inspection and rating:

- If you consider that the rating given is unjust, you may appeal this with the local authority lead officer for food or in his/her absence, by the designated deputy. The appeal must be made in writing within 21 days from the date of this letter; but I would recommend that you get in touch with me first so that I can help you to understand how your rating was worked out.
- A web link to information on the scheme including template forms for lodging an appeal, submitting a 'right to reply' and requesting a re-rating or early publication is available at <https://www.wigan.gov.uk/foodhygienerating>
- There is a charge if you request a re-rating visit, with a view to giving you a new and higher food hygiene rating.
- Your rating will be published on the Food Standards Agency website at <http://ratings.food.gov.uk/> Ratings of 5 will be published approximately 2 weeks after your inspection; ratings of 0 – 4 will be published approximately 5 weeks after your inspection. You may request that a 0 – 4 rating is published before the end of the appeal period by submitting a request online at <https://www.wigan.gov.uk/foodhygienerating>
- You are encouraged to display the enclosed window sticker showing your rating in a prominent position so that it is clearly visible to members of the public. Please destroy the certificate/sticker for your previous rating. Only the most recent rating should be displayed. Continuing to display these may constitute an offence under Consumer Protection from Unfair trading Regulations 2008.

A copy of the Wigan Council's Enforcement Policy is on the Council's Internet Site by entering the words 'Policies and Plans' in the search box.

Please note that, subject to the Data Protection Act, details of inspections may be divulged to members of the public under the Freedom of Information Act 2000.

For further information and guidance, the following links may be useful:

If you want to:

- look up a Food Hygiene Rating Scheme score for a business in Wigan:
<http://ratings.food.gov.uk/>
- register your food business online
- <https://www.wigan.gov.uk/Business/Environmental-Health/Food-Hygiene-and-Safety/Food-premises-registration.aspx>
- download a Food Standards Agency "Safer Food Better Business" pack
<https://www.food.gov.uk/business-industry/sfbb>
- access guidance and other resources about food allergens
<https://www.wigan.gov.uk/Business/Environmental-Health/FoRegulation@wigan.gov.ukod-Hygiene-and-Safety/Food-Allergy-Business.aspx>
- access guidance about E. coli and cross contamination
<https://www.food.gov.uk/business-industry/guidancenotes/hyqquid/ecoliguide>

Regulatory advice and guidance options for businesses
www.wigan.gov.uk/businessregulatoryadvice

Food Standards Agency (FSA) advice and guidance for food businesses
<http://www.food.gov.uk/business-industry>

Health and Safety Executive (HSE) for information and guidance on workplace safety
<http://www.hse.gov.uk/>

Food Hygiene Intervention Report

page 2 of 2

Premises/business **COSTA COFFEE LEIGH**
 Officer **[REDACTED]**

Date & Time of visit
6/7/23 12:25pm



Codes: C=compliant: N= non-compliant: P=Partial compliant: N/O= not observed: N/A = not applicable

1. Compliance with food hygiene and safety procedures.			
Hand washing procedures	C	Temperature control - cooking	C
Control of cross contamination	P	Temperature control - cooling	NA.
Food Storage - temperature control	C	Temperature control - reheating	NA.
Stock Rotation	C	Temperature Control - Hot holding	NA.
Delivery Checks/ traceability	C		

Action Required

1.1) Scoop for chocolate powder (including the handle) stored directly in powder which poses risk of contamination. The handle must not be stored in contact with the powder. Review this practice.

2) Staff stated that the preparation surfaces are cleaned with the blue D2 product. This is a multisurface cleaner and not a Sanitiser. It will not kill bacteria. This product can be used as part of a 2 stage clean but must be followed with use of a sanitiser.

2. Compliance with structure requirements.			
Structural repair	P	Cleanliness of equipment	P
Lighting / ventilation	P	Hand wash facility	C
Layout of work areas	C	Equipment sink(s)	C
Cleanliness of structure	P	Pest proofing/ pests	C
		Sanitary Accommodation	P
		Waste storage/disposal	C

Action Required

2.1) The door to WC and intervening space were open. This area opens out directly into the store room. Keep these doors closed to reduce airborne contamination risk to food/packaging.

2.2) No soap at handwash basin at WC. (There was soap but it was in large containers that were not practical for adequate handwashing.) You must have a quick use dispenser for soap.

2.3) Lights not working in the store room. Repair the lights.

2.4) Wall tiles missing at low level as you enter the counter area. Replace the tiles.

2.5) chopping boards (green and yellow) badly scored. Replace the chopping boards.

3. Overall Confidence in management / control procedures			
Written mgt system	C	Traceability/supplier	C
Hazards/ controls understood	P	Training	C
		• Formal	
		• Internal systems/ safe methods	
		Staff supervised	C
		Allergen management	C

Action Required

3.1 There has been an issue with the sandwich fridge and paninis were being recorded at temperatures in the 20's. There was no indication of what had happened to the food. Staff stated that it had been destroyed but this was not recorded.

Recommendations

Declutter the store room and move equipment away from walls to add pest checks and facilitate good house keeping (as per your S. O. Ps).

Guidance Issued/discussed	
E coli. & cross-contamination	Other(s)
Food Allergens	Not guaranteeing allergy free meals. Allergen info onsite.

3.2 These issues require your attention.

Food Hygiene Intervention Report

Continuation sheet



Premises/business Costa Coffee Leigh

Date & Time of visit 6/7/23 12.25pm

Office [redacted]

fridge

2.6 The following areas require cleaning - Wall next to ^{fridge} unit 4, in wash up room (food/drink spillages), Cobwebs at height over sink, door into stairs area (from wash up room), container storing chocolate powder, cup storing sterilis. Clean these areas and maintain in a clean condition.

2.7 Wall surface behind and to right of stainless sink has deteriorated exposing bare plaster and with flaking paint. Renew the surface so it can be effectively cleaned and maintained.

2.8 There are mould spots on wall behind ice machine. Remove the mould.

2.9 The seal around the handwash basin has eroded. Replace/renew the seal so it can be adequately cleaned.

1.3 Personal belongings (a jacket) had been wedged near ice machine. Personal belongings must be stored in lockers provided upstairs.

3.3 Your S.O.Ps for cleaning talk about a 2 stage clean but the chemical that staff have been informed to use ^{for food prep areas} is not a sanitiser. The correct products must be provided so that your S.O.Ps can be followed and staff training must be refreshed where necessary.

Record received by (and position in business):	Signature:
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