

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Cookmama Restaurant
Address of food business:	19 Fye Bridge Street Norwich NR3 1LJ
Date of inspection:	04/09/2026
Risk rating reference:	26/00652/FOOD
Premises reference:	23/00026/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom
Records examined:	Training Certificates/records, SFBB, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	African restaurant

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 2 - improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(10)

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:

- scoops were left in dry ingredients
- dirty dry goods containers and lids
- in consistent labelling with wrong dates/old dates
- draining rack for dishwasher (out of use) dirty, where clean items left to dry
- bags of meat that were unlabelled, with dates and source, although invoices were seen
- dirty mops and buckets in main kitchen

Guidance The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough hand washing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

Guidance If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 82° for 15 seconds) between uses.

Recommendation Empty sacks or large bags of dried foods into lidded containers to reduce spills (remembering to clean containers before re-filling).

Recommendation Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

Recommendation Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

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.

Temperature Control

Information All food products should be stored in accordance with the manufacturer instructions. For example, I found sauces were being stored at room temperature when the manufacturer instruction is that they should be refrigerated once open

Guidance It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- the readings in iced water should be between -1° and 1°.
- the readings in boiling water should be between 99° and 101

Observation I was pleased to note monitoring, twice daily, when open, of fridges and freezers. This was recorded.

You only hot hold when buffet are served, and this is for under 2 hours.

Unfit food

Guidance If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before it becomes unsafe. In practice foods should be frozen at least a week before the USE BY date and when defrosted labelled with a date so that it is used within 2 days.

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday (an exception is cooked rice which should not be kept longer than 24 hours)

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- bags of unlabelled fish and meat were seen, although you had supporting invoices. In future ensure your supplier labels these fully for traceability and stock rotation.

Guidance It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(15)**

Cleaning of Structure

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

- floors, particularly in corners, less accessible areas and beneath rubber matting
- walls
- doors
- hand contact surfaces such as light switches and door handles

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

- split Altro type floor in several places

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- dishwasher rack
- food storage containers

Cleaning Chemicals / Materials / Equipment and Methods

Observation You had 2 different sanitisers, and both met the recommended British Standards. However the Jantex product had no contact time stated. Please identify this

Information CORRECT DILUTION: many chemicals are supplied in concentrated form and must be diluted before use. You must follow the manufacturers instruction so that you dilute the chemicals correctly with water

Information Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

Maintenance

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

- floor surfaces damaged
- paint work to woodwork chipped and damaged
- small split to ceiling surface

Pest Control

Observation You could not find evidence of the pest control contract you claimed was in place.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(10)**

Type of Food Safety Management System Required

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Observation Your SFBB/food safety management system was in place.

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 You are not working to the following safe methods in your SFBB pack:

- the diary lapsed one week before the inspection
- your temperature log had some gaps since 28.8
- 4-weekly checks

Recommendation Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

Traceability

Contravention You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate:

- meat and fish.
- decanted spices so the bra/source and date could not be identified

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.

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 You advised that you and your cook have both done Level 2 training. Please keep certificates available for inspection.

Allergens

Contravention You are failing to manage allergens properly:

- you have not identified the allergens present in the food you prepare
- you do not have a system for informing customers about the presence of allergens in the food you prepare
- you are not informing customers about the risk of cross contamination with allergens

Information can be found at www.food.gov.uk. I recommend you complete the allergen matrix sheet:

<https://www.gov.uk/government/publications/download-your-allergen-icons-and-posters>