

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Kofra
Address of food business:	4 Unthank Road, Norwich, NR2 2RA
Date of Inspection:	15 December 2015
Risk Rating Reference	15/00786/FOOD
Inspection Reference	EH15/39104
Type of Premises:	Restaurant/Cafe/Canteen
Areas Inspected:	All
Records Examined:	Safer Food Better Business (SFBB)
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

The Law

The report relates to the following 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.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice

(**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

Please Note

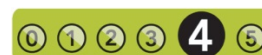
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

FOOD SAFETY

How we calculate your new Food Hygiene Rating:

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		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 4 – a good standard



This space is reserved for your Right of Reply

- You have a 'right to reply' in respect of this food hygiene rating. This allows you to explain what improvements you have made or to offer an explanation for the standards we found at the time of this inspection.
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- Your new rating will be displayed here and on your website listing
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

<u>General description of the business</u> Coffee house specialising in specialist coffees, teas and serving danish pastries.
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Food HygieneSummary:

Food hygiene standards are generally satisfactory and being 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. **(Score 10)**

Contamination Risks

1. 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
(Contravention):
 - Ready to eat foods i.e. pastries and biscuits were being stored in a cardboard box on the counter this could cause a cross contamination problem, since cardboard cannot be cleaned.
2. I recommend that cakes and biscuits are stored in a container that can be washed, preferably plastic. **(Recommendation)**

Hand-washing

3. I was pleased to see that you had installed a wash hand basin to the servery, however, there was no soap or hygienic hand drying facilities to it. **(Observation):**

Personal Hygiene

4. It is your responsibility to ensure that any person known or suspected to be suffering from, or to be a carrier of food-borne disease or infection, including vomiting, diarrhoea, skin infection, sores and open wounds is excluded from working in any food handling areas, until they have been free of symptoms for 48 hours, or medical clearance has been obtained. **(Information)**
5. I recommend that an apron is worn while serving behind the servery.
(Recommendation)

Temperature Control

6. The following matters exposed food to the risk of bacterial growth or survival
(Contravention):
 - The display fridge in the back storage area storing milk, the temperature was reading 8.6°C taken with my calibrated probe thermometer. Milk should be stored between 0 and 5°C. You need to adjust your fridge or get it serviced.

7. I was pleased to see that the under counter 'Soneva' fridge was running at correct temperatures. **(Observation)**

Practices

8. The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration **(Observation)**:
- The door to the W.C. lobby was left open.
9. I recommend that you put a door self closure on the door to the lobby of the W.C. to ensure it is kept closed at all times. **(Recommendation)**

Structure and Cleaning

Summary:

The structure, facilities, 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 satisfactory. The minor contraventions require your attention. **(Score 5)**

Cleaning

10. I was pleased to see that the premises was very clean. **(Observation)**
11. I recommend that your sanitiser conforms to British Standard
- BS EN1276:1997
- this information can be found on the label of the product. **(Recommendation)**

Maintenance

12. The following items/areas had not been maintained in good repair and condition **(Contravention)**:
- Split seal to 'Soneva' under counter fridge.
 - Broken electric socket behind the server counter.
13. I was pleased to see that the coffee machine was serviced regularly. **(Observation)**

Confidence in Management

Summary:

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. There are some minor contraventions which require your attention. **(Score 5)**

Documented Food Safety Management System

14. The following management sections in your SFBB pack / documented food safety management system were either missing or incomplete. **(Contravention)**:
- Contacts list.
 - Supplier's list.
 - Cleaning schedule.
 - Your diary had lapsed since 31.10.15.
15. I was pleased to see that you were using 'Safer Food Better Business' as your food safety management system. **(Observation)**

Allergies

16. Legislation requires food businesses to provide allergy information on unpackaged food. This applies to food sold from all catering outlets including restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There has also been changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Trading Standards website: www.norfolk.gov.uk/abc **(Information)**