



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Cote Brasserie
Address of food business:	29 Exchange Street Norwich NR2 1DP
Date of inspection:	03/10/2018
Risk rating reference:	18/00924/FOOD
Premises reference:	15/00114/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom, Preparation room
Records examined:	FSMS, Temperature control records, Third party audit
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant serving foods that require special handling

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 5 - a very good standard



1. Food Hygiene and Safety

Food hygiene standards are high. You demonstrated a very good standard of 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. Some minor contraventions require your attention. **(Score 5)**

Contamination risks

Contravention The following exposed food to the general risk of physical contamination with dirt or foreign objects:

- frayed wire brush
- broken whisk

Contravention The following exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with E.coli 0157 and/or other pathogenic bacteria from raw meat or unwashed raw vegetables:

- open small container of diced turnip and open dish of cherries on a shelf in an under counter fridge. There was no internal separation of the half of the fridge used for raw meat from the half used for ready to eat foods.

Observation There was no internal separation between the raw meat side and the ready to eat side of the under counter fridge. Ideally no ready to eat food i.e. cherries, should be placed anywhere in this fridge. Always cover any container of food.

Observation Other than the above observation I was pleased you had effective procedures for controlling *E.coli* 0157 through the correct use of wash-hand basins, thorough hand-washing, having dedicated equipment for raw and ready-to-eat foods, by employing 2-stage cleaning and the correct use of sanitisers, and by controlling the risks posed by soily vegetables.

Hand-washing

Observation Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

Recommendation Move the dust pan from in front of the wash hand basin. Keep the wash hand basin accessible at all times.

Observation I was pleased to see a correct hand washing technique poster on the wall by the wash hand basin

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were diligently monitoring temperatures.

Poor Practices

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

- be careful to inspect food equipment and discard old items before it can contaminate food

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. **(Score 5)**

Cleaning of Structure

Observation The kitchen had been well maintained and the standard of cleaning was very high.

Recommendation Electric plugs and hand contact surfaces need more frequent cleaning.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- the whisk was shedding bits of plastic and was discarded in my presence

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Facilities and Structural provision

Observation I was pleased to see the wash hand basins had knee operated taps.

Pest Control

Contravention There was a gap under the external door to the refuse store which could allow pests access to the premises. The door or frame must be adapted with a proprietary brush strip designed to prevent pests entering or the door modified.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. Your records are appropriate and generally maintained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Proving your food safety management system is effective

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation

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

Observation I was pleased to see you had a separate documented HACCP for the preparation of Graval dax.

Allergens

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Observation The sign requesting that customers advise staff about any allergy, was hanging up in the corridor leading to the kitchen, where no customer would ever see it.

Contravention You have not properly informed your customers about the presence of allergens in the food you prepare.

Legal Requirement Customers must be warned about the potential for cross contamination with allergens.

Contravention You have not warned your customers about the potential for cross-contamination with allergens.

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

Recommendation Add allergy information to your menu

Observation I was pleased to see you had a separate gluten-free area to minimise the risk of cross-contamination with this allergen. While you make every effort to exclude gluten from your gluten-free products you must still warn your customers about the potential for cross-contamination with this and other allergens.

Recommendation Add a note under your allergen sign warning your customers about the potential for cross contamination.

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern:

- Do not to keep the key in the door to the flat roof. The flat roof had an unguarded skylight. The door to the flat roof should be considered a guard and kept locked shut with the key held securely elsewhere.

PUBLIC HEALTH

Breast feeding Friendly

Information The Breast feeding Friendly Business Merit promotes businesses that support breast feeding mothers in their premises. You can apply for this merit here: https://www.norwich.gov.uk/info/20288/business_merits

Disability Access

Information The Disability Access Business Merit promotes businesses that make sure that their premises are accessible to disabled people. You can apply for this merit here: https://www.norwich.gov.uk/info/20288/business_merits

Dementia Aware

Information The Council in partnership with the Norwich City Dementia Action Allianace (DAA) will soon introduce a new Dementia aware business merit which I would urge you to apply for when launched in November.