



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:	07/06/2021
Risk rating reference:	21/00090/FOOD
Premises reference:	20/00457/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Cleaning Schedule, SFBB, Pest Control Report, Training Certificates/records, FSMS, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	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
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Your Food Hygiene Rating is 4 - a 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

Recommendation Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised.

Hand-washing

Contravention The following indicated that hand-washing was not suitably managed:

- no hygienic towel to wash hand basin behind bar

Legal requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- food handlers were seen wearing watches

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food

- reheated belly pork and beef bouginon were being stored in fridge at 39°C, this will raise the temperature of the fridge causing harmful bacteria to increase

Information food should be re-heated only once and any remaining food discarded at the end of service

Information potentially hazardous food that has already been re-heated should not be cooled and re-heated a second time, to avoid the food being at temperatures that support the growth of pathogenic bacteria four times (cooling, heating and re-cooling and re-heating). If pathogens were present in the food they could multiply to dangerous levels. Some bacteria form spores that survive cooking. These spores can germinate and grow if food is improperly held after cooking i.e not cooling down quickly within 90 minutes, food could contain spores of toxigenic bacteria such as *Clostridium botulinum* or *Bacillus cereus*, re-heating may be ineffective to kill the

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

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

- floor/wall junctions
- flooring around equipment feet
- behind and under equipment
- Wall behind wash hand basin
- bottom to rear door

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- underneath towel dispenser
- hand contact surfaces
- interior to ice machine
- interior to fridge
- wheels to equipment

Cleaning Chemicals / Materials / Equipment and Methods

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

Maintenance

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

- split seals to fridges
- handle missing to chest freezer

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

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. **(Score 10)**

Food Hazard Identification and Control

Contravention The control methods you have put in place at the following critical control points are not sufficient:

- bacteria growing on food
- methods of control at critical points, storing food above 39°C in fridge

SFBB/FSM that works

Contravention The following are examples of where the documented Safe Methods in your food safety management system pack said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do:

- storing high risks foods at 39°C in the fridge. It states in your pack to cool high risk foods as quickly as possible
- it states in pack that watches are not to be worn

Information if you intend to re-heat foods you need to add this to your food safety management system and how many times you do this

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

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

Contravention The following evidence indicated there was a staff training need:

- food handlers were exhibiting poor food hygiene practices

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.