



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Kofra
Address of food business:	81 Upper St Giles Street Norwich NR2 1AB
Date of inspection:	18/11/2022
Risk rating reference:	22/00592/FOOD
Premises reference:	20/00002/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Dry Store, Prep Room, Storeroom, Main Kitchen, Back of House
Records examined:	Supplier Audits, Pest Control Report, Temperature Control Records, Training Certificates/records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe with deli counter.

**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	<b>15</b>	20	25
Structure and Cleaning	0	<b>5</b>	10	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30

  

<b>Your Total score</b>	0 - 15	20	<b>25 - 30</b>	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	<b>15</b>	20	-

  

<b>Your Rating is</b>	5	4	3	<b>2</b>	1	0
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Your Food Hygiene Rating is 2 - improvement is necessary



### **1. Food Hygiene and Safety**

Food hygiene standards 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. **(Score 15)**

#### **Contamination risks**

**Contravention** You are using the following complex equipment for both raw and ready to eat foods. There is a risk of cross-contamination as the internal machine components cannot be adequately disinfected. You must stop this immediately and provide separate equipment for ready to eat and for raw food.:

- Vacuum packer used for raw and RTE food.

**Recommendation** Complex equipment (e.g. vacuum packers, slicers, mincers) should be labelled or colour coded so all staff are aware of its designated use for either raw or ready-to-eat foods. If you intend to continue vacuum packing raw meat, then you will

have to consider acquiring a separate vacuum packer and ensure it is only used for its intended use. i.e., for raw meat only.

### Temperature Control

**Contravention** The following evidence indicated there was a risk of harmful bacteria remaining in cooked food or reheated food:

- Not complying with butcher's recommendations of humidity and temperature control checks.

### Unfit food

### 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

- No date on vacuum packed cured meat.

**Recommendation:** You are advised to date all food items that are vacuumed packed at your food business. A maximum shelf-life of 10 days should be given when the product is first vacuum packed.

## **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

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following equipment is too complex to disinfect and must not be used for both raw and ready-to-eat foods:

- Vacuum packer

**Information** Please refer to [www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance](http://www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance)

### 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.

### Maintenance

**Observation** You are maintaining the premises in good condition.

### Facilities and Structural provision

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

### Pest Control

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises.

## **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)**

### Type of Food Safety Management System Required

**Contravention** The Safer Food Better Business food safety management system you use does not cover some of the higher risk catering you are doing. You need to supplement the pack with additional HACCP based safe methods to cover all the types of catering you are carrying out:

- Your SFBB does not cover the dry curing process.

### Food Hazard Identification and Control

**Contravention** You have not identified these food hazards or the methods of control at critical points in your operation::

- bacteria surviving in cooked food
- cross-contamination
- Cross contamination when using vacuum packer for raw meat and RTE food.

### Proving Your Arrangements are Working Well

**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.

By using a normal diary you were failing to SIGN OFF at the end of each day; had nowhere to record that opening and closing checks had been done; were not reminded to record NON CONFORMATIES and to review your pack every 4-weeks.

### Traceability

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

### 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

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

### Allergens

**Contravention** You are failing to manage allergens properly::

- You have not adequately labelled the foods you are prepacking for direct sale to your customers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised

**Legal Requirement** Any business that produces PPDS food is required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list. [www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds](http://www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds)