

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Shako Mako Cafe
Address of food business:	1A St Andrews Hill Norwich NR2 1AD
Date of inspection:	22/01/2025
Risk rating reference:	25/00086/FOOD
Premises reference:	24/00220/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe

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

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

Temperature control

Legal requirement Where food is to be cooled for storage it must be cooled as quickly as possible following the heat-processing stage. The generally accepted time is that this should be within 90 minutes

Contravention The following evidence indicated there was a risk of harmful bacteria remaining in cooked food because cooking time/temperatures were insufficient to kill them: Food should be cooked or re-heated to a core temperature of 75°C for 30 seconds (or equivalent), your food safety management system did not state correct temperatures for cooking and re-heating

- While you reported that you reheated food until it was piping hot, your paperwork indicated that you were looking to achieve a temperature of 65°C

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

Contravention The following structural items were dirty and require more frequent and thorough cleaning: behind and under equipment and wash hand basins/sinks.

Recommendation Improve your housekeeping

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

- mdf/chipboard shelves
- painted wall behind food preparation surface
- unsealed wooden structures.

Facilities and Structural Provision

Contravention You did not have designated wash hand basins in every food room.

Recommendation designate one of the sinks as a wash hand basin or install a dedicated wash hand basin in each food room.

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:

- worn chopping board in the servery.

Pest Control

Contravention Pest proofing is inadequate in the following areas:

- there is a hole in the ceiling in the basement kitchen area.

3. Confidence in Management

A food safety management system is in place and you have monitoring records. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Contravention The food safety management system you have in place is not complete given the food risks associated with your business.

Recommendation use the caterers Safer Food Better Business, adapt this for your business and ensure it is implemented.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb or obtain one when you attend our SFBB Workshop.

Information Contact us for details of our Safer Food Better Business workshops on 01603 989600 or visit our webpage www.norwich.gov.uk

Information. As you are a new business you have been given the benefit of the doubt despite your food safety management system not fully complying with the law.

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

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

Allergens

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

HEALTH, SAFETY AND WELFARE

Cellar Staircase

Contravention There is no hand rail to the stairs leading to the basement.
Review your risk assessment for this and take appropriate action.

Ventilation

Observation The ventilation to the basement kitchen and store is poor. While you are managing this currently you need to review this especially when the exterior ambient temperature rises as the year progresses to determine if you need take remedial actions.