



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Cookmama Restaurant
Address of food business:	19 Fye Bridge Street Norwich NR3 1LJ
Date of re-rating inspection:	10/09/2025
Risk rating reference:	25/00476/FOOD
Premises reference:	23/00026/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant serving mainly African dishes to local community.

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

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your Food Hygiene Rating is 4 - a good standard



Findings of improvements at the re-rating inspection:

- Safer Food Better Business (SFBB) now implemented and being followed. Although some safe methods need more detail. Staff training records also need more detail.
- Cleanliness much improved.
- Maintenance improved. However, still numerous parts of kitchen, wash up area and corridor into main kitchen are not fully compliant.

Your Food Hygiene Rating is 1 - major improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and 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

Contravention 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:

- food was not covered in freezers
- miscellaneous clutter due to poor housekeeping
- personal items (such as mobile phones) close to food in food areas
- dirt on food probe thermometers

Hand washing

Observation I was pleased to see hand washing was well managed.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

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 monitoring temperatures.

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 items were dirty and require more frequent and thorough cleaning:

- around equipment feet
- behind and under equipment
- floor wall junctions
- hand contact surfaces such as light switches and door handles

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

- chipped dented wooden architrave
- floors
- MDF or chipboard shelves
- the fridge shelves are rusting

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals. Matter with appearance of mould growth was seen on some seals.
- fridge and freezer handles

Maintenance

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

- floor surfaces damaged
- damaged shelving in upright fridge in main kitchen.

Recommendation Remove the poor condition rubber floor covering/matting from within your wash up room to aid proper cleaning.

Recommendation Redecorate the walkway from dining area, main kitchen and washing up room to a lighter colour. This should help assist to notice when surfaces become visibly dirty.

Recommendation Improve the lighting in the walk way from dining area to aid cleaning. Better lighting can help show up dirt to surfaces in food rooms and food/equipment storage areas.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.:

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- identify hazards to food
- identify the critical limits (what is acceptable and unacceptable)
- monitor critical control points to ensure critical limits are met
- keep appropriate records to demonstrate control measures are effective

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Information Food Crime is on the increase, starting with illegal slaughter of animals without proper controls through to adulteration of food.

We would encourage all businesses to think about and strengthen their procedures to combat this. The Food Standards Agency and The National Food Crime Unit (NFCU) have produced useful information to support businesses, and to enable them to self-assess their resilience. Please follow this link: www.food.gov.uk/business-guidance/food-crime-guidance-for-businesses

It would be useful to record that you have done this and followed up on any areas where you may be weak as this will be useful for any due diligence defence.

Information Poultry and Egg products From Poland:

The Food Standards Agency have noted a recent increase in Salmonella enteritidis illness in the UK, and several larger outbreaks. This illness has been linked to the consumption of Polish poultry meat (mostly chicken, but also turkey and duck), and egg products. If you use and handle these products in catering, retail or wholesale trade please be aware of the risks and the importance of observing good hygiene practices such as thorough cooking, and good practices to prevent cross contamination. Ensure that you evidence this within your Food Safety Management System.

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

Information If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website www.food.gov.uk/business-industry/caterers/sfbb. However, do make sure staff have access to it at all times when working.

Information The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Food Hazard Identification and Control

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Information You informed me that all your business paperwork is kept at home. You must ensure all parts of your food safety management system, staff training certificates on site when trading. Food delivery notes and purchase receipts to support traceability requirements should also be available for checking.

Traceability

Recommendation Labelling all perishable food with a USE BY date will help you rotate your stock and demonstrates you have effective controls in place.

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 Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided up front, clear sign posting to where this information could be obtained must be provided.

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