Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Zam Zam Store
Address of food business:	49 And 51 Dereham Road Norwich, NR2 4HZ
Date of inspection:	06/03/2026
Risk rating reference:	26/00207/FOOD
Premises reference:	26/00071/FD_HS
Type of premises:	Convenience Store
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Convenience store with butchery counter including mincer bandsaw & sausage filler

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 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. **(5)**

Contamination risks

Contravention Food was not protected from general sources of contamination:

- Poor cleaning of the structure
- Beef carcase in contact with floor of the walk-in chiller
- Open unlabelled fish (mackerel) in the upright display freezer
- Butchers wooden chopping block badly stained and shedding splinters

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

bservation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination through eliminating handling of ready to eat food from being handled by those members of staff handling raw meat.

Handwashing

Contravention The following indicated that handwashing was not suitably managed:

- Gloves being used for prolonged periods in the butchery area.

Information If not used properly gloves are likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be disposable and should always be changed between the handling of raw and ready-to-eat foods. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

Guidance Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Handwashing should include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

Personal Hygiene

Legal Requirement You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

Information Taps can recontaminate hands after washing. First dry your hands with a clean paper towel and then use the towel to turn the tap off

Recommendation Keep a waste bin near the wash-hand basin

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

Temperature Control

Information All food products should be stored in accordance with the manufacturer instructions.

Guidance You cannot rely on taking chilled food temperatures by reading the temperature display on the refrigeration unit. You need an independent method that is clearly related to the actual food temperature.

Guidance All food products should be stored in accordance with the manufacturer instructions.

Guidance It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges, you should replace your probe or return it to the

manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

Recommendation Put a fridge thermometer in each of your fridges or chillers. These will give you an independent reading of the air temperature inside the unit.

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.

Unfit food

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law unless clearly indicated as not intended for sale.

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. **(10)**

Cleaning of Structure

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

- Hand contact surfaces such as light switches and door handles
- Spills of waste around the bin the rear of the butchery counter
- Wall stained around electric sockets and to rear of wash hand basin

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

- Damaged floor tiles around the steps from the rear preparation area are accumulating dirt and debris and cannot be effectively cleaned
- Interior side of the door to the walk-in Refrigerator is stained from hand contact
- Rawl plugs and drill holes in wall to rear of wash-up sink
- Interior side of the rear door to the premises was badly stained

Information A detergent is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

Information CORRECT DILUTION: many chemicals are supplied in concentrated form and must be diluted before use. You must follow the manufacturers instruction so that you dilute the chemicals correctly with water

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Recommendation Remove redundant items and equipment from food rooms because as they accumulate, they begin to hinder effective cleaning

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- Butchers chopping block
- Hand contact surfaces on fridge and freezer handles
- Fridge and freezer seals
- Chopping boards

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- there was a mixture of cleaning chemicals from different manufacturers and individual use instructions were not followed
- you are not cleaning often enough
- touch points were dirty (light switches, door handles etc)
- cardboard cannot be cleaned adequately. Do not use as a container in fridges with open food.

Information You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

Information Cardboard cannot be properly cleaned. Do not use it to cover the floor/ shelves of work surfaces in food rooms

Guidance Even when using a surface sanitiser you should be following the TWO STAGE cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

Recommendation Use disposable paper wipes for cleaning and for mopping up spillages.

Recommendation Disinfect equipment and utensils after cleaning with a suitable sanitiser.

Maintenance

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

- floor surfaces damaged – ie cracked floor tiles and floor tiles loose, damaged and not securely sealed to the floor of the steps to the rear of the butchery counter
- tiles are broken, holed, chipped ungrouted or missing

Facilities and Structural provision

Observation I was pleased to see that adequate facilities had been provided.

Legal Requirement All areas where food is stored or handled must have lighting of sufficient intensity to allow safe food preparation and thorough cleaning.

Pest Control

Contravention – In the rear yard a large cardboard container of watermelons was stored in the open environment along packages of bottled water and general inert waste. Such storage is likely to provide cover for access by pests and in warmer times of the year will attract flying insects.

Legal Requirement The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

Legal Requirement Adequate provision must be made for the storage and disposal of food waste, non-edible by-products and other refuse. Refuse stores are to be designed and managed in such a way as to enable them to be kept clean and, where necessary, free of animals and pests.

Guidance Refer to the guidance on pests in your Safer Food Better Business pack.

Guidance Keep the outside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation.

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises

Recommendation Provide fly screens to openable windows and external doors in rooms in which food is prepared and handled

3. Confidence in Management

A food safety management system is in place, and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(5)**

Type of Food Safety Management System Required

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.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met, and this means that your food safety management system will be ineffective:

- waste management is poor
- pest control is inadequate
- cleaning and sanitation are poor

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.

Traceability

Contravention You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate:

- Supplier details not recorded and labelling of frozen fish (unwrapped mackerel) in the display freezer.

Observation Your other records were generally such that food could readily 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

Legal Requirement If you have waste, you have a duty of care to:

- Ensure that the person who takes control of your waste is licensed to do so.
- Take steps to prevent it from escaping from your control.
- Store it safely and securely.
- Prevent it from causing environmental pollution or harming anyone.
- Describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else.

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Training

Legal Requirement Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles.

Allergens

Contravention You are failing to manage allergens properly:

- You have not identified the allergens present in the sauces and seasoning you use on the marinated meat at the butchers display counter.

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

Guidance Prepacked for direct sale or PPDS is food that is packaged at the same place it is offered or sold to consumers and is in this packaging before it is ordered or selected. It can include food that consumers select themselves, as well as products kept behind a counter and some food sold at mobile or temporary outlets.