

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Shah Jalal
Address of food business:	6 Guardian Road Industrial Estate, Norwich, NR5 8PF
Date of inspection:	04/03/2026
Risk rating reference:	26/00226/FOOD
Premises reference:	25/00246/FD_HS
Type of premises:	Ethnic foods retailer
Areas inspected:	All
Records examined:	SFBB, pest control records, dairy sheets, delivery notes
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Wholesale and cash and carry

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

- poor hygiene practices were identified during a meat delivery by a supplier

**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.

**Observation** The premises operates a butcher's counter and sells fresh food and vegetables; however, the majority of items offered for sale were fully wrapped.

## Handwashing

**Recommendation** You are advised to review the layout and practices for raw meat preparation to minimise the potential for cross-contamination near the wash hand basin.

**Information** Hand-washing is required:

- \* before handling ready-to-eat food
- \* after touching raw food and its packaging, including unwashed fruit and vegetables
- \* after a break/smoking
- \* after going to the toilet
- \* after cleaning
- \* after removing waste
- \* after blowing your nose

## Personal Hygiene

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

- delivery personnel handling meat were wearing dirty protective clothing

## Temperature Control

**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.

**Recommendation** Store paneer with other high-risk foods under effective refrigeration.

**Observation** I was pleased to see you were able to limit bacterial growth by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

## Unfit food

**Contravention** The following food did not conform to food safety requirements:

- a few products from a new supplier were not adequately labelled

**Legal Requirement** Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

## **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. **(5)**

## Cleaning of Structure

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

- hand contact surfaces on some shop freezers
- floor in the walk-in freezer in the shop
- gullies to the display fridge

**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.

## Maintenance

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

- leaking shop display fridge and warehouse walk in freezer - repairs booked
- lighting issue in the warehouse - engineer contacted

**Legal Requirement** All areas where food is stored or handled must have lighting of sufficient intensity to allow for cleaning.

## Facilities and Structural provision

**Observation** The premises has shown good progress in addressing structural improvements, with plinths fitted, racking installed, repairs completed, pest proofing enhanced, and new lighting in place.

## Pest Control

**Contravention** There is evidence of pest activity on the premises:

- rat dropping noted in the warehouse

**Information** If there are rats outside your building contact Anglian Water regarding the condition of the sewers in your area.

**Observation** You have a pest control contract in place and actively engage with your pest controller. Daily dairy entries and various pest control reports corroborate active control with no signs of current activity noted in the latest report.

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(10)**

### Type of Food Safety Management System Required

**Observation** Your SFBB/food safety management system was in place and generally working well. Overall, you demonstrated good control of food safety hazards.

### 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:

- standards of cleaning and maintenance require improvement in some areas

**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.

### Proving Your Arrangements are Working Well

**Contravention** You are not working to the following safe methods in your SFBB pack:

- cleaning schedule
- daily diary had lapsed
- repairs booked not recorded

**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.

**Recommendation** Review and formalise cleaning and maintenance schedules for the shop and warehouse to help ensure standards are maintained.

### 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 staff members had been trained to an appropriate level and evidence of their training was made available.

## Allergens

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

- a few products from a new supplier were not adequately labelled