



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Passage To India
Address of food business:	45 Magdalen Street, Norwich, NR3 1LQ
Date of Inspection:	18/04/2017
Risk Rating Reference	17/00212/FOOD
Premises Reference	10560/0045/0/000
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Type of Premises:	Restaurant / cafe
Areas Inspected:	All
Records Examined:	None
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Independent Indian restaurant. Mixed meat and vegetarian dishes, desserts, drinks, tea and coffee, serving 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

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 1 - major improvement is necessary



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

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- an ant was seen on a food preparation surface. You need to check this was an isolated insect and that there is not a larger problem with pests accessing your premises
- chopping boards were worn and need replacing
- cleaning clothes were dirty.

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.

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 diligently 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 structural items were dirty and require more frequent and thorough cleaning:

- extractor above washing up sink
- window frame and sill above washing up sink
- fly-screen above wash up sink
- wall/floor joints
- electrical cabling in main kitchen
- ingrained dirt to base of architrave where it meets the floor in main kitchen and rear corridor
- waste pipe to wash hand basin.

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

- wood handle fitted to bulk freezer in rear storeroom.

Maintenance

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

- rust was seen to base of fridge in rear store area
- flaking paint to window above wash up sink
- white trim coming away from sink. There was black mold behind the trim.
- ill fitting stainless steel cladding to wall in main kitchen was creating dirt traps
- flaking paint to ceiling in main kitchen exposing bare plaster
- chipped/dented architrave in main kitchen
- large patch of blown plaster and water damaged ceiling in rear corridor and food storage room on first floor. Staff informed me you had contacted a builder and got a quote to have it fixed but no evidence of this was shown.

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- an ant was seen in main kitchen on a food preparation surface. I did check for other insects in immediate area but none were found. You need to be vigilant in checking for signs of pests and take appropriate action if evidence is found.

Information your staff informed me you had a pest control contract but they could not locate the pest control contractors records.

3. Confidence in Management

There is major non-compliance with legal requirements. 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 currently do not have a food safety management system.

Training records when questioned your staff informed me they had food hygiene training certificates on site, but they were unable to find them.

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.

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.

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.

Allergens

Contravention You have not yet identified the allergens present in the food you prepare.

Contravention You have not properly informed your customers about the presence of allergens in the food you prepare.

Contravention You have not warned your customers about the potential for cross-contamination with allergens.

