

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Bombay Spice
Address of food business:	42 St Augustines Street Norwich NR3 3AD
Date of inspection:	28/03/2018
Risk rating reference:	18/00564/FOOD
Premises reference:	16/00079/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Storeroom, Dry store
Records examined:	SFBB, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Take away indian food

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 3 - a generally satisfactory standard



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 physical contamination with dirt or foreign objects:

- some dish cloths were frayed and were discarded in my presence
- flattened cardboard boxes and newspaper used on surfaces

Contravention You had not protected articles and/or equipment used for ready-to-eat (RTE) food from the contamination risk posed by raw food or its packing. In particular undertake the following work:

- move the green cutting board and the crockery from underneath the table on which raw meat is prepared

Observation You were able to explain to me the different tubs and containers used for raw meat and ready to eat foods like your salad. However, I did notice the yellow tub used to defrost spinach was identical to the one used to contain raw meat. Whilst I appreciated the spinach would in this case go on to be cooked, the use of a meat container for foods other than meat was a concern.

Contravention Your system for ensuring the complete separation of equipment used for raw and ready to eat foods needs to be reviewed in view of my observation above. Designate a type of container to be used for solely for the storage of raw meat and which cannot be confused with other containers. Record this detail in the Contamination section in the Safe Methods at the front of your Safer Food Better Business pack. Bring this new procedure to the attention of all your food handling staff (see management section below).

Poor Practices

Observation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- a yellow tub had been placed on top of whole ginger risking transferring dirt and bacteria directly onto the food
- cardboard and newspaper were in the kitchen (presumably there to soak up grease)
- red and green cutting boards were stored next to each other. Keep these separated as you cannot assume they are completely sanitised as you do not have a dishwasher

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are poor and there is major non-compliance with legal requirements which have lead to significant risks to food safety. Major improvements are needed in the standard of repair and maintenance of the premises. You must address all the contraventions as a matter of urgency as there are many that are critical to food safety. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Cleaning of Structure

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

- hand contact surfaces like cooker knobs were greasy
- accumulation of black grease at floor/wall junctions and under waste pipe to sink
- junction of draining board (blue) and sink

Recommendation Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

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:

- handles to some knives were grubby

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. Your records are appropriate and generally maintained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Your Food Safety Management System

Observation Your SFBB/food safety management system was in place and generally working well. I was reasonably confident you had effective control over hazards to food.

Contravention I was not satisfied that the procedures in your SFBB pack were being followed (or the information provided in the pack was not detailed enough) in respect of the containers you use for raw meat. It is my opinion these containers can be confused with those used for ready to eat food. Write your procedures down in the pack.

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- your Suppliers and/or Contacts lists
- staff training records

Contravention The closing check box had been ticked at the beginning of the day. Only tick the opening and closing check boxes as you do the check.

Recommendation Labelling perishable food with the date it must be used or discarded will help you rotate your stock and demonstrates you have effective controls in place.

Recommendation Consider using coloured day dots to help you identify what foods are to be used or discarded on which day.

Observation The dates in your SFBB pack were out of sync with the days of the week because you were using the Extra checks box as an 8th day in the week. Leave this box blank if you do not undertake any extra checks in the week.

Traceability

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

- no supplier information in the SFBB pack

Training

Contravention The following evidence indicated there was a staff training need:

- training records missing from the SFBB pack

Allergens

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers.

Observation I noticed a sign on the wall requesting customers speak to staff about their food allergy.

Contravention You have not warned your customers about the potential for cross-contamination with allergens. Add a note to your existing signage.

Observation You were able to demonstrate a thorough knowledge of the different allergens in your food but there was nothing written down.

Information Food manufacturers must now label allergy causing ingredients on their pre-packed foods. Be sure to check the labels of the ingredients you use to be sure you have included all the allergens present in the information you provide to your customers.

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 can be obtained must be provided.

Information You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

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

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

Recommendation Add allergy information to your menu

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern:

- The gate at the top of the cellar steps had been left open exposing employees to the risk of falling into the cellar. Keep this gate closed at all times.
- You had bypassed the flame failure safety valves to each of your working gas burners using cling film to keep the buttons depressed. You could not locate the gas safety certificate for your last gas safety check. As a matter of urgency remove the cling film for the safety switches and employ the services of a Gas Safe engineer to check on the safety of your gas equipment.