



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Asian Mart
Address of food business:	43 Magdalen Street Norwich NR3 1LQ
Date of inspection:	08/08/2018
Risk rating reference:	18/00827/FOOD
Premises reference:	18/00174/FD_HS
Type of premises:	Ethnic foods retailer
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Retail shop with raw meat counter

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 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 cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- storage of herbs next to raw meats in walk-in chiller
- storage of carcasses on floor of chiller (provide hanging rails or plastic pallets to lift off floor)

Contravention The following exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with E.coli 0157 and/or other pathogenic bacteria from raw meat or unwashed raw vegetables :

- fresh mint stored alongside raw meats in walk in chiller

Hand-washing

Contravention The following evidence indicated hand-washing was not suitably managed:

- no paper towel at wash hand basin

Legal Requirement Wash hand basins must be provided with soap and hygienic hand drying facilities.

Recommendation it is recommended that you clearly label the sink which has been designated as the wash hand basin. This sink must be used only for the washing of hands.

Personal Hygiene

Contravention The wash-hand basin was not in regular use. Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically: :

- After using the toilet;
- After handling rubbish;
- After smoking;
- After taking a break;
- After handling raw food
- the staff working behind the raw meat counter should wash their hands before leaving the counter to visit other parts of the premises

Contravention: Staff working in this area should always wear clean protective over-clothing including aprons. During a revisit to your premises the member of staff working in the butchery area was not wearing any protective over-clothing.

Unfit food

Contravention The following food was past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- the recent delivery of raw meat from your supplier contained boxes of processed chicken that had expired the 'Use by' date. These boxes were to be returned to the supplier. Food beyond its 'Use-by' date cannot be sold.

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- green potatoes were on sale , these are considered to be poisonous.

Potatoes should be stored in a cool dark place to prevent them from going green.

Observation Traceability: Several open bags of frozen fish were found in the freezer. There was no label to state what it was, where it had been caught or the 'Best before' dates. These fish should be removed from sale until you can provide evidence of this.

Guidance It is an offence to sell food which is not of the nature, substance or quality demanded by the consumer. Food sold passed its 'best before' date could be of a reduced quality so you must check it is OK before you sell it. You must also inform your customers the product is passed its 'best before'.

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:

- the floor throughout the shop
- the walk in chiller (remove all sticky matter from the walls to facilitate cleaning)

All surfaces within a food business should be easy to clean

Observation I was pleased to see that the shop had been refurbished to a high standard

Cleaning of Equipment and Food Contact Surfaces

Recommendation remove the protective plastic from the scales and the stainless steel equipment in the butchery area

Cleaning Chemicals / Materials / Equipment and Methods

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

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Recommendation After thorough cleaning I recommend that equipment and utensils should be disinfected, to minimise the build up of bacteria

Facilities and Structural provision

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

- provide hanging rails and shelving in the chiller to enable the separation of raw meats and ready to eat foods and to remove carcasses from the floor

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Type of Food Safety Management System Required

Contravention You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Although your business is low risk you still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and hand over diary etc.:

Contravention 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

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

Training

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for this course are on our website: www.norwich.gov.uk

HEALTH, SAFETY AND WELFARE

Fire

Contravention The following matters indicated that the risks from fire were not adequately controlled::

- the fire escape route was blocked by sacks of rice stored in front of the door at the rear of the shop which was marked fire exit