



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Shah Zahan Indian Take Away
Address of food business:	84 Waterloo Road Norwich NR3 1EW
Date of inspection:	06/02/2019
Risk rating reference:	19/00095/FOOD
Premises reference:	17920/0084/0/000
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	SFBB, Temperature control records, Pest control report, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Indian takeaway

**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 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 ready-to-eat food and or its packaging to the risk of cross-contamination with food borne bacteria from raw meat or unwashed fruits and vegetables:

- loose rubber to the upstand either side single sink
- although you advised you had a system for separating raw and ready to eat equipment as you do not have a dishwasher or other effective wash up method, this was not being followed. Ready to eat lettuce was in a red bowl, that should have been designated for raw meat use only.
- your colour coded boards were stored beneath the table where you advised you prepare raw meat. This could lead to contamination of the boards; they must be relocated.

**Contravention** You could not demonstrate effective disinfection of equipment and utensils used for both raw and ready-to-eat foods, either by heat or an adequate dishwasher cycle. Separate equipment and utensils must be provided. Such equipment should be easily identifiable (e.g. colour coded) and must be stored and washed separately.

**Contravention** You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods.

**Information** Equipment, utensils, dishes and wrapping materials used for ready-to-eat foods must not be stored in open storage where there is a risk of contamination (i.e. underneath a worktop where raw foods are prepared).

**Guidance** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued guidance on controlling E.coli 0157 through:

- \* the complete separation of raw and ready-to-eat food
- \* the correct use of wash-hand basins and thorough hand-washing
- \* having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- \* through 2-stage cleaning and the correct use of sanitisers
- \* and by controlling the risks posed by soily vegetables.

**Guidance** Equipment, utensils, dishes and wrapping materials used for RTE foods are not to be stored in open storage (i.e. a storage area that cannot be closed) underneath a work top where preparation of raw foods is undertaken as this could lead to cross-contamination.

**Recommendation** Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

**Observation** Food was stored covered and dated.

### Hand-washing

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

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

**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

**Recommendation** After washing hands food handlers should turn the taps off using paper towel to prevent them from re contaminating their hands.

**Observation** I was pleased to see hand washing was well managed.

### Personal Hygiene

**Observation** All staff were wearing Chef whites.

### Temperature Control

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- rice was found in a lidded saucepan, at about 35 degrees Centigrade. It had been cooling for one hour. This practice does not permit the rice to cool quickly. Alter practices by removing the rice from the hot pan, and portioning to enable quick cooling.
- rice portions held hot in the hot cabinet were at 60 degrees Centigrade. At this temperature, less than 63, rice must be used within 2 hours if sold hot.

**Legal Requirement** If you rely on selling hot food (displayed under 63 °C) within two hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the two hours have elapsed.

**Legal Requirement** Where food is to be held or served at chilled temperatures it must be cooled as quickly as possible following the heat-processing stage, to a temperature which does not result in a risk to health.

**Legal Requirement** If you rely on selling cold food (displayed over 8°C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

**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.

### 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::

- chest freezer requires tidy and defrost.

## **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 items were dirty and require more frequent and thorough cleaning:

- walls
- floor in corners
- upper walls where stained
- mildewed mastic to rear sink
- ceiling in places
- floor around drain cover in shed

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

- cladding to walls in Kitchen holed and loose
- floor lifting around drain cover in shed

### **Cleaning of Equipment and Food Contact Surfaces**

**Information** Please refer to [www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance](http://www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance)

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

- hand contact fridge doors
- dirty inside popadum box
- base of chiller
- food storage tubs ingrained in grooves
- tin opener underside

### **Cleaning Chemicals / Materials / Equipment and Methods**

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilution or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

**Guidance** Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

**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.

**Observation** I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

**Observation** Your sanitiser meets the recommended British Standards. However the contact time is 5 minutes. I recommend you replace the product with one with a shorter time.

### Maintenance

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

- loose cladding to Kitchen walls

### Pest Control

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

**Contravention** Ensure that all external doors to the Kitchen and Store Room are pest proofed with no gap at the base.

**Observation** You have a pest control contract.

## **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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

**Information** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Observation** Your SFBB/food safety management system was in place and generally working well. However there are some areas that are not being applied as you have detailed in your pack.

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

#### 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:

- Cleaning and sanitation are poor
- Maintenance is poor

**Contravention** The control methods you have put in place at the following critical control points are not sufficient:

- cross-contamination

**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:

- Cross Contamination

**Observation** You are maintaining additional temperature monitoring records. You have good records. You have a calibrated probe thermometer and wipes.

#### Traceability

**Observation** Your records were such that food could easily be traced back to its supplier.

#### 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

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Observation** I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

### Infection Control / Sickness / Exclusion Policy

**Guidance** Public Health England 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.

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

### Allergens

**Observation** Good signage warning of allergens was seen. You had a good allergen assessment.