



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Haggle
Address of food business:	13 St Benedicts Street Norwich NR2 4PE
Date of inspection:	17/12/2019
Risk rating reference:	19/00854/FOOD
Premises reference:	17/00016/FD_HS
Type of premises:	Cuisine - Turkish
Areas inspected:	All
Records examined:	SFBB, Temperature control records, Pest control report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant 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  
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 5 - a very 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. **(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, foreign objects or chemicals:

- worn chopping boards need replacing
- uncovered foods in walk in fridge

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

#### Hand-washing

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

### Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence):

- a few packets of un-opened ready to eat salads were found passed their indicated 'Use by' date.

**Observation** I was pleased to that the out of date salad was disposed of straight away

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

### Cleaning of Structure

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

- bare brick walls
- wood floor board floors

### Maintenance

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

- damaged patch to floor in main food preparation kitchen. I was informed that you have contacted a flooring contractor and you have programmed a date for this to be repaired

## **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. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

### Type of Food Safety Management System Required

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

**Observation** I was pleased to note that you have changed your fish supplier and now purchase fish frozen. This helps to reduce food safety risks in relation to serving raw fish.

**Information** Any raw fish intended to be eaten raw has to have been frozen to at least -35°C for 15 hours or -20°C for 24 hours. More guidance is available on the FSA website: [www.food.gov.uk/business-guidance/freezing-fish-and-fishery-products](http://www.food.gov.uk/business-guidance/freezing-fish-and-fishery-products)

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

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

**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.

### Proving Your Arrangements are Working Well

**Contravention** You have not updated the following in your SFBB pack:

- training records / supplier lists

### 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

**Contravention** The following evidence indicates there is a staff training need as food handlers:

- foods were found passed their 'Use by' date for several days. This indicated that staff may not have been adequately carrying out 'opening and closing checks' properly which stipulate stock should be checked to ensure it is in date and disposed of if found passed its 'Use by' date

### Allergens

**Legal Requirement** Caterers must provide allergy information on all unpackaged food they sell. The potential for cross-contamination by allergens must also be made known to consumers.

**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 upfront, clear signposting to where this information could be obtained must be provided.

**Information** Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

**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

**Observation** I was pleased to note that you had started to produce an allergen matrix for foods and drink that you prepare or handle that may contain any of the 14 allergens listed above