

## **Public Protection (food & safety)**

### **Food Premises Inspection Report**

Name of business:	Indian Take Away
Address of food business:	76 Provision Market Gentlemans Walk Norwich NR2 1ND
Date of inspection:	18/02/2020
Risk rating reference:	20/00046/FOOD
Premises reference:	17/00213/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	SFBB, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Indian take away on Norwich Market.

### **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 2 - 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)**

#### Hand-washing

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

- there was no hot or cold water supply to the dedicated wash hand basin. Staff were seen using the large washing up sink which contained dirty pots, pans and other equipment.

#### Personal Hygiene

**Contravention** The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- staff were not wearing suitable protective clothing as per your written food safety management system

- staff were wearing pullovers

### Temperature Control

**Guidance** Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

**Recommendation** The core temperature of cooked and reheated foods should reach 75°C C for 30 seconds or an equivalent time and temperature combination.

**Recommendation** Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Improvements are needed in hand and/or equipment washing facilities. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

### Cleaning of Structure

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

- floor/wall junctions
- behind and under equipment
- high level cleaning
- hand contact surfaces such as light switches and door handles
- mastic joints behind sinks
- polystyrene under fridge

### Maintenance

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

- damaged silicone seals to large wash up sink

### Facilities and Structural provision

**Contravention** The following facilities were inadequate and must be improved:

- no hot or cold water supply to the dedicated wash hand basin

### **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. You have a satisfactory track record. 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**

**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.

#### **Proving Your Arrangements are Working Well**

**Contravention** You are not working to the following safe methods in your SFBB pack:

- personal hygiene / handwashing
- daily diary

**Contravention** The following matters are needed in order to demonstrate your food safety management system is working as it should:

- maintenance recording. There was no record of the faulty hot and cold water supply to the dedicated wash hand basin.

**Observation/Information** I was pleased to note that you attended to the lack of hot and cold water supply to the dedicated wash hand basin. I returned to your stall a few days later to find it had fixed by an emergency plumber

#### **Traceability**

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

#### **Training**

**Legal Requirement** Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

**Legal Requirement** Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles.

**Information** You can obtain a list of the training courses we provide on our website [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Information** There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512

**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 the equivalent CIEH course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**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)

## Allergens

**Contravention** You are failing to manage allergens properly:

- You have not identified the allergens present in the food you prepare
- You do not have a system for informing customers about the presence of allergens in the food you prepare
- You are not informing customers about the risk of cross contamination with 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. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**Legal Requirement** Food manufacturers must label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices you use will contain mustard which your customers will need to be made aware of.

**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