



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Shah Jalal
Address of food business:	6 Guardian Road Industrial Estate Guardian Road Norwich NR5 8PF
Date of inspection:	03/02/2022
Risk rating reference:	22/00078/FOOD
Premises reference:	06/00221/FD_HS
Type of premises:	Ethnic foods retailer
Areas inspected:	Prep Room, Warehouse
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Retailer and wholesaler of Asian foods and fresh meat to the local community and restaurants throughout Norfolk

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)

Hand-washing

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

- there was food debris in the wash hand basin
- wash hand basins were dirty

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

Recommendation Wash hand basins need to be kept clean and regularly descaled. Include the wash hand basin in your cleaning schedule and pay attention to sanitising the taps

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

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

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:

- over clothing including aprons must be kept clean. An adequate number of sets of over clothing should be provided

Temperature Control

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

- the display chiller was not keeping foods at or below 8°C
- food temperatures were not being monitored

Legal Requirement The cold chain is not to be interrupted. However, limited periods outside temperature control are allowed for handling during preparation; transport; storage; display and service of food, provided that it does not result in a risk to health.

Guidance All food products should be stored in accordance with the manufacturer instructions.

Observation On two separate occasions you have been told to ensure your chilled display unit is kept switched on when storing food items that need to be kept refrigerated to ensure they are safe for your customers to eat. Cheese and raw pastry was found in the chiller at 13°C, the manufacturers state store below 5°C. If this chiller is too large for your needs, replace it.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it did not conform to food safety requirements:

- vacuum packed cheese stored at 13°C
- filo pastry (raw) stored at 13°C

Traceability

Contravention Some food products did not have appropriate labelling with information required for traceability purposes:

- minced meat and fish portions stored in freezer not labelled. It is understood that both these items are supplied to both caterers and the public.

Information All meat items prepared in the butchery which have been wrapped and frozen by you must be adequately labelled with the name of the product, the date of freezing, the best before date and storage instructions.

Information Frozen fish which has been cut and repackaged by you must be labelled with type of fish, where it was caught and first processed, best before date and any coding from the original packaging.

Information More information on labelling can be obtained from Trading Standards at Norfolk County Council, for information visit www.norfolk.gov.uk/business/trading-standards/advice-for-businesses/food-standards or call them on 0344 800 802 or email trading.standards@norfolk.gov.uk

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:

- floor wall junctions
- behind and under equipment
- walls particularly behind food preparation surfaces
- hand contact surfaces such as light switches and door handles
- wash hand basin
- door in butchery
- floor in warehouse particularly under pallets and in hard to reach areas

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Recommendation Improve your housekeeping .

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

Recommendation Do not use cardboard on floor surfaces, as the floor cannot be kept clean. (If floor surfaces are slippery then action should be taken to improve the non-slip property of the floor surface and the type of shoes worn by staff should be reviewed

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- Band-saws

Observation You are cleaning the surfaces the food sits on but not the whole machine inside and out.

Cleaning Chemicals / Materials / Equipment and Methods

Contravention The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- you are not using the 2-stage cleaning technique
- you did not have appropriate cleaning chemicals available
- the cleaning equipment was dirty

Information: Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces

Information 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

Maintenance

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

- blocked drainage from sink and hand wash basin in Butchery

Pest Control

Contravention There is evidence of pest activity on the premises:

- mice in the main warehouse

Contravention Your staff are unaware how to protect your premises from the threat of pests. Ensure that your staff are adequately trained.

Guidance Keep the outside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation.

Observation You have a pest control contract in place which identified a problem with mice. Ensure you improve your housekeeping so that you can more easily determine if the problem still exists. Call your Pest controller and arrange a revisit.

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

Contravention You are a low risk business and 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. 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 handover diary etc.

Observation You appear to be keeping a record of the opening and closing checks you undertake. You also have reports from your Pest Control contractor.

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards (only a few record sheets were seen).

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

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

Contravention You have not identified these food hazards or the methods of control at critical points in your operation.

Contravention Your food safety management system is not adequate in its scope and/or is not sufficiently detailed. Ensure your food safety management system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

- traceability
- stock rotation

Proving Your Arrangements are Working Well

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

- temperature records
- cleaning schedule

Traceability

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

- Frozen minced meat and frozen cutlets of fish

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.