



Public Protection (food & safety)
Food Premises Inspection Report

Name of business:	Nergiz
Address of food business:	45 Magdalen Street Norwich NR3 1LQ
Date of inspection:	25/02/2022
Risk rating reference:	22/00151/FOOD
Premises reference:	19/00333/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Prep Room, Back of House, Servery, Main Kitchen
Records examined:	SFBB, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Turkish restaurant and 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
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, foreign objects or chemicals:

- use of ceramic bowls to scoop dry ingredients (these can chip; use plastic scoops with handles instead).
- the mincer was extremely difficult to clean and the machine appeared to have been left in a dirty condition with old food debris adhering to internal surfaces.

Observation Try unscrewing the four hex bolts and remove the face plate to access the inside of the machine (see photographs). These must be reinstated before use.

Contravention You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging:

- food equipment stored on open shelves under worktop where raw food is handled

Observation I was pleased to see you had a dedicated area for the cutting and preparation of raw meat and procedures in place to limit the spread of harmful bacteria between surfaces.

Recommendation Use single use or disposable aprons when cutting and preparing raw meat.

Legal requirement Ensure that you never store food utensils, crockery, cutlery or food packaging on the open shelves under your meat preparation surface.

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. Wear the black tunic uniforms provided.

Temperature control

Observation I was pleased to see you monitoring and recording temperatures at critical points in your operation.

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- remove all redundant equipment from food rooms. Redundant equipment collects dust and makes cleaning harder
- remove the protective film from the wall panels inside your walk-in chiller (as the protective film can be a contamination risk).

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:

- some floor/wall junctions
- shelving in the walk-in fridge

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- the interior of the mincer
- the probe thermometer
- hand contact surfaces like fridge door handles

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Proving Your Arrangements are Working Well

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

- food allergies
- the cleaning schedule

Contravention You were not using the daily diary as it is intended to be used:

- you were ticking the 'closing checks' box at the start of the day
- you were not aware of where your opening and closing checks were located in the SFBB pack

Training

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

- were unaware of the contact time for the sanitiser

- were not cleaning food equipment sufficiently well (the mincer and your probe thermometer)
- were in many cases not wearing suitable protective clothing to cover their everyday clothes

Allergens

Contravention You are failing to manage allergens properly:

- You have not identified the allergens present in the food you prepare

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.

Observation You appear to be selling pre-packed for direct sale food; tubs of garlic mayonnaise and chilli sauce. The garlic mayonnaise is likely to contain egg and this should be declared on a label placed on each tub. Further information on pre-packed foods for direct sale can be found below.

Recommendation Check if your business sells pre-packed for direct sale (PPDS) food by using the Food Standards Agency's allergen and ingredients food labelling tool. Visit www.food.gov.uk/allergen-ingredients-food-labelling-decision-tool

Recommendation For information or advice about pre-packed food for direct sale (PPDS) contact Norfolk Trading Standards on 0344 800 8020 or email trading.standards@norfolk.gov.uk.

HEALTH, SAFETY AND WELFARE

Matters of evident concern

Contravention The following matters were of immediate concern:

- you have a charcoal grill but have not undertaken a risk assessment of the dangers posed by carbon monoxide resulting from the incomplete combustion of charcoal
- although carbon monoxide readings were low at the time of the inspection you were relying on the air extraction system working properly and had no procedures in place should this extraction fail or if staff forget to turn it on
- there was also no permanent supply of replacement air evident to the kitchen and
- no carbon monoxide detectors were present

Legal Requirement Undertake a risk assessment of the hazard posed by carbon monoxide and methods of control using the Assessment form I left with you.

Act on the findings of this assessment.

You will almost certainly require as a minimum the following:

- a permanent supply of replacement air to the kitchen (openable doors and windows **do not count**)
- carbon monoxide (CO) detectors (preferably wired in) able to sound an audible alarm if CO levels are detected which exceed the workplace exposure limits (WEL).
- written procedures covering the safe operation of the charcoal grill including start up and shut down procedures and what to do in an emergency