



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Falafel & Friends
Address of food business:	Stalls 40 - 41 Market Place Norwich NR2 1ND
Date of Re-rating inspection:	06/09/2022
Risk rating reference:	22/00433/FOOD
Premises reference:	16/00324/FD_HS
Type of premises:	Market Stall
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Food stall on Norwich market 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

Food Hygiene Rating Re-Scoring Visit

Date: 6th September 2022

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Inspectors notes:

Food Hygiene and Safety-new score-0

Structure and Cleaning-new score-5

Confidence in management & control systems-new score-0

There has been a complete review of the Food Safety Management System, and staff retraining. All matters were found to have been completed.

For further action-

- Damaged floor under chiller units
- Bare wood panel in rear food preparation area
- Damaged end trim to base units

Your Food Hygiene Rating is 1 - major 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:

- no soap was available
- no dedicated wash hand basin. Staff were using a sink which also contained dirty equipment

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

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)**

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- insufficient number of sinks
- you had no dedicated wash hand basin for staff to wash their hands. Staff were washing their hands in two large sinks used for washing equipment. You must have a sink solely for hand washing. This should not be difficult as you do have two sinks of similar size on the premises. You need to identify which sink is for hand washing and washing of equipment and ensure staff are trained on which sink to use for which task

Legal Requirement The facilities for washing food must be separate from the hand-washing facility.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Food Hazard Identification and Control

Contravention The following SAFE METHODS are missing from your Safer Food Better Business pack:

- Chilling
- Cleaning
- Cooking
- Cross-contamination

Proving Your Arrangements are Working Well

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

- 4-weekly checks
- personal hygiene/handwashing
- training records/supplier lists.

Food Hazard Identification and Control

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:

- given none of the Safe Methods had been completed in the Safer Food Better Business pack on the premises (SFBB) and with no other supporting records i.e. temperature control or cooked food temperatures you do not have a fully implemented and working food safety management system. I acknowledge that you did have three other Safer Food Better Business packs but none of these had been completed. I acknowledge that you were completing the daily diary pages but as the Safe Methods were blank these recordings were not adequate to comply with food safety legislation..

Legal Requirement All food businesses must write down the procedures to be followed to ensure the food they serve is safe to eat.

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

