



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Kuzma - Sri Lankan & Asian Cuisine, Mediterranean
Address of food business:	8 Earlham House Shops Earlham Road Norwich NR2 3PD
Date of inspection:	11/11/2022
Risk rating reference:	22/00582/FOOD
Premises reference:	12/00057/FD_HS
Type of premises:	Retail shop
Areas inspected:	All
Records examined:	None
Details of samples procured:	Samples Taken
Summary of action taken:	Informal
General description of business:	Retail shop selling range of products

**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	<b>20</b>	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	5	10	15	<b>20</b>	30
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	<b>45 - 50</b>	> 50
<b>Your Worst score</b>	5	10	10	15	<b>20</b>	-
<b>Your Rating is</b>	5	4	3	2	<b>1</b>	0

Your Food Hygiene Rating is 1 - major improvement is necessary



### **1. Food Hygiene and Safety**

Food Hygiene standards are poor and there is major non-compliance with legal requirements which have lead to significant risks to food safety. You must address all the contraventions as a matter of urgency as there are many that are critical to food safety. A revisit is planned and formal enforcement action is likely. There are major and widespread lapses in safe food handling practices and procedures. You are failing to apply many of the controls needed to prevent cross-contamination. You must address all the contraventions as a matter of urgency as there are many that are critical to food safety. A revisit is planned and formal enforcement action is likely. **(Score 20)**

#### **Contamination risks**

**Contravention** You had not protected the articles and/or the equipment you use for ready-to-eat food (Thai Green curry) and loose spices, rice etc. from the risk of physical contamination

- Ladle/Containers used for service of Thai Green Curry
- open packets not secured

#### **Hand-washing**

**Contravention:** There is no conveniently accessible hand washbasin. If you are proposing to continue to serve loose spices pulses etc. and prepared meals you will need to have a wash hand basin in the shop.

#### Personal Hygiene

**Contravention:** You do not have any protective over-clothing/apron which could be worn when handling open foods.

#### Temperature Control

**Contravention:** You are not monitoring the temperature of cold storage facilities or high risk foods

Prepared foods were not held under temperature control conditions (food intended to be served hot must be held above 63°C or if to be served cold below 8°C). A pot of Thai Green Curry containing chicken was being left at room temperature and was found to be at 23°C at the time of the inspection.

#### Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was not produced, prepared or processed in accordance with the regulations::

26 tubs of homemade 'curry', no labels, no traceability

13 pots of homemade 'Thai green curry' no labels, no traceability

2x 1kg packets of fine semolina contaminated with weevil

14 packets of Banh Phong Tom use before 20.11.2020

3 unlabelled packets of melon seed, no country of origin, no traceability

Various unlabelled containers of walnuts, sliced garlic, cashew nuts and unidentified seed, no traceability.

#### Poor Practices

In the shop there were many open packets of rice, pulses, herbs and spices etc that had surpassed the Best before date by up to 4 years. Whilst it is not an offence to sell a food that is beyond its 'best before date' the onus is on you to ensure the product is fit for consumption. There was little evidence of a stock control system in place.

Once opened the packets should be dated, the opening secured between use (to protect the contents from the risk of contamination) a date applied that follows the producer/manufacturers guidance and a policy introduced to dispose of any remaining contents before the expiry of the best before date. By keeping foods for so many years after the expiry of the Best before date you run the risk of problems associated with storage pests (beetles and weevils), as found in the packets of 'fine semolina'.

When pre-packing for direct sale, (as in the case of the packets of melon seeds and jars of walnuts etc.) information from the original packet (country of origin, best before date, batch code) should be put on a label affixed to the package. Any allergens should be clearly identified on the label.

#### **Labelling of prepacked foods:**

There is a wealth of information regarding labelling on the following websites:  
[www.gov.uk/guidance/food-labelling-giving-food-information-to-consumers#labelling-pre-packed-food](http://www.gov.uk/guidance/food-labelling-giving-food-information-to-consumers#labelling-pre-packed-food)  
[www.norfolk.gov.uk/business/trading-standards/advice-for-businesses/food-standards](http://www.norfolk.gov.uk/business/trading-standards/advice-for-businesses/food-standards)  
[www.businesscompanion.info/en/quick-guides/food-and-drink](http://www.businesscompanion.info/en/quick-guides/food-and-drink)  
Other websites may also be available

It is recommended that you contact the Trading Standards Officers at Norfolk County Council for further help and guidance: [trading.standards@norfolk.gov.uk](mailto: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::

- behind and under equipment/shelves
- hand contact surfaces such as light switches and door handles
- high level cleaning
- mastic joints behind sinks
- wash hand basin and taps in the toilet facilities
- chest freezer requires defrosting and a thorough clean
- display fridge

Cleaning of the structure throughout the main shop, store, kitchen and toilet facilities was hampered by the clutter and hap-hazard storage arrangements. It is recommended that you remove all redundant materials from the premises.

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

- ceiling (many missing ceiling tiles)
- chipped dented wooden architrave
- uncovered light fittings
- walls particularly to newly created store area.
- wooden table used to display and serve homemade curries
- shelving in display fridge

It is understood that a builder is due on 17th November to complete the works to the newly formed store room.

### **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::

- the cleaning equipment was dirty
- the same cleaning equipment was being used to clean the kitchen shop and the toilets.
- the sanitisers are not to BS EU 1276:1997 13697:2001 Standards
- touch points were dirty (light switches, door handles etc)
- you are not cleaning often enough

### Maintenance

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

- floor surfaces damaged (affected by recent flood)
- coving loose at wall floor junction
- paint work worn or peeling
- worktops damaged or worn
- lid to chest freezer
- shelving in display fridge
- door to fridge in kitchen

### Facilities and Structural provision

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

- inadequate work top space
- insufficient or poorly sited wash hand basins
- insufficient refrigerated storage
- insufficient storage space
- the layout of the premises is poor and does not allow preparation of food safely or the ability to clean adequately

### Pest Control

**Contravention:** You do not have a regular cleaning regime, stock control is poor, consequently you are unable to detect early signs of pest activity within the premises or within food items that have passed the best before date.

**Recommendation:** Ensure you are able to recognise the signs of pests and undertake regular checks of the premises.

## **3. Confidence in Management**

There is major non-compliance with legal requirements. Your food safety management system was not written down. You have a varying track record. 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

It is **recommended** that you use 'Safer Food Better Business for Retailers' as a minimum as your food safety management system. We offer training workshops on Safer Food better Business, see link below.

[www.norwich.gov.uk/foodsafetytraining](http://www.norwich.gov.uk/foodsafetytraining)

### Food Hazard Identification and Control

**Contravention:** You have not identified the hazards associated with your operation, you need a stock control system, means to protect open packets from the risk of contamination, means to keep the premises clean, means to adopt good personal hygiene practices, means to maintain high risk foods either below 8°C (or above 63°C if intended to be served hot)

### Proving Your Arrangements are Working Well

**Contravention:** You have no records to support any checks you make to ensure the foods you serve/sell are safe and fit for consumption.

### Traceability

**Contravention:** You do not have a stock control system. You were unable to provide evidence as to from where and when stock was obtained. You claimed not to know the name of the person supplying the Thai Green Curry or whether they were registered as a food business.

### Waste Food and other Refuse

**Contravention:** You do not have a waste contract. You were seen to dispose of out of date contaminated foods in the litter bin sited near your shop.

### Training

**Contravention:** The following evidence indicates there is a training need as you:

- no stock control system
- inadequate labelling of pre-packed foods for direct sale (PPDS)
- poor food handling practices
- lack of temperature control and monitoring
- inadequate cleaning

### Allergens

**Contravention:** You have products available for sale, allegedly made by others that have been inadequately labelled, no traceability and no allergens identified.

## **HEALTH, SAFETY AND WELFARE**

**The following are matters of evident concern:**

- tripping hazard- electrical flex trailing across floor to freezer
- exposed wires to plug board next to chest freezer

These matters require your attention. It is understood that you are reorganising your shop which includes some alterations to the electrical wiring.