



Public Protection (food & safety)

Food Premises Inspection Report

| | |
|----------------------------------|---|
| Name of business: | Souk @ Yalm |
| Address of food business: | 23 - 24 Royal Arcade Norwich NR2 1NQ |
| Date of inspection: | 24/11/2022 |
| Risk rating reference: | 22/00607/FOOD |
| Premises reference: | 22/00279/FD_HS |
| Type of premises: | Restaurant or cafe |
| Areas inspected: | All |
| Records examined: | Cleaning Schedule, SFBB, Training Certificates/records, Temperature Control Records |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Restaurant specialising in North African cuisine |

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 5 - a very good standard



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

Observation I was pleased to see hand-washing was well managed.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

Contamination risks

Observation I was pleased to see you were mostly able to demonstrate effective controls to prevent cross-contamination (see comments below).

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

- you could not differentiate between the tongs used to place raw meat onto the charcoal grill, from the tongs used to handle cooked meat and other ready to eat food. Provide colour coded/ dedicated equipment for raw and ready to eat food.

Guidance The FSA has issued guidance on controlling *E.coli 0157* through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough hand-washing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

(visit <https://www.food.gov.uk/> for more information)

Recommendation If you choose not to use the dish-washer in the remote wash up area and can't demonstrate effective sanitation of equipment, you should separate the cutting boards used for raw foods from the boards used for ready-to-eat food.

Recommendation Consider having two cling film dispensers, one for covering containers of raw food and the other for read-to-eat foods.

2. Structure and Cleaning

The structure, facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

Cleaning of Structure

Observation The kitchen had been recently installed and the standard of cleaning was good.

Cleaning of Equipment and Food Contact Surfaces

Observation You had some dedicated equipment for the preparation of raw and for ready-to-eat foods.

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces. You could demonstrate 'two-stage' cleaning.

3. Confidence in Management

A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

Your Food Safety Management System

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

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.

Observation You were monitoring the temperatures of your fridges and freezers as well as the temperature of cooked food and could demonstrate effective systems for controlling bacterial growth and survival.

Traceability

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

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food (see your Safer Food Better Business pack).

Allergens

Observation You had identified the presence of specific allergens in your dishes and had brought this to the attention of your customers via your on line menu.