



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Nergiz Restaurant
Address of food business:	45 Magdalen Street Norwich NR3 1LQ
Date of inspection:	29/03/2023
Risk rating reference:	23/00294/FOOD
Premises reference:	22/00318/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Temperature Control Records, Pest Control Report, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Catering.

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 1 - major improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

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 using the wash-hand basin regularly as all designated hand wash basins were out of use, and there was no soap or means of hygienic drying of hands immediately available.

Legal Requirement An adequate number of washbasins is to be available, suitably located and designated for cleaning hands. Washbasins for cleaning hands are to be provided with hot and cold running water, materials for cleaning hands and for hygienic drying.

Contamination

Contravention Humous was uncovered in the bottom of the fridge in the service area,

exposing it to contamination from above.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure and Equipment

Contravention The following items were dirty:

- The wall beside the raw meat display cabinet, including the plug sockets
- The Perspex screen of the raw meat display counter
- The raw meat counter around the bottom doors
- Fridge below kebab cooking area dirty inside.
- The back door leading to the food stores is very dirty and does not have a proper door handle for hygienic opening of the door.
- The fan in the walk-in chiller is mouldy.
- The door handle of the walk-in chiller.
- The air extract filters

Maintenance

Contravention There is damaged plaster to the wall beside the raw meat display cabinet.

Contravention The walls around the hand washing area in the servery are in a bad state of repair.

Contravention There is a small gap underneath the side door leading out to the street. This means the building is not pest-proof.

Contravention Work is being undertaken in the kitchen beneath the door, meaning there are a lot of rough surfaces which harbour bacteria cannot be effectively cleaned.

Contravention As mentioned above, both hand wash basins are not in working order.

Contravention The silicon sealant above the sinks in the kitchen is mouldy.

Contravention There is a wooden coving at the wall-floor junction in the chiller room which is difficult to clean around, and traps debris behind it. This should be removed/replaced.

3. Confidence in Management

There is major non-compliance with legal requirements. Some staff not suitably supervised instructed and/or trained in food hygiene. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

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 The written food safety management system (Safer Food Better Business SFBB), although produced for the inspection, belonged to the previous business, and is not being used properly within your business.

Legal Requirement if you wish to use the existing SFBB pack, you must thoroughly review it and make any necessary changes. All staff must be familiar with the pack and your safe systems of work, and how to complete the monitoring records.

Training

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

- were not aware of the food safety management system
- were not cleaning properly
- were not washing their hands often enough

Legal Requirement Food business operators are to ensure that food handlers are supervised and instructed and/or trained in food hygiene matters commensurate with their work activity.