



Public Protection (food & safety)

Food Premises Inspection Report

| | |
|----------------------------------|--|
| Name of business: | Bengal Palace |
| Address of food business: | 61 Magpie Road Norwich NR3 1JG |
| Date of inspection: | 12/05/2023 |
| Risk rating reference: | 23/00411/FOOD |
| Premises reference: | 16/00273/FD_HS |
| Type of premises: | Food take away premises |
| Areas inspected: | Prep Room, Storeroom, Servery, Back of House, Main Kitchen |
| Records examined: | Cleaning Schedule, SFBB, Temperature Control Records |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Hot food takeaway (Indian) |

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 4 - a 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)**

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:

- Raw meat was being defrosted at room temperature and also being washed in the stainless-steel sink in the food preparation room. Located below/near the sink were open plastic containers of spices which were being mixed.
- Foods were being stored next to window pane with missing glass.
- Cardboards use on racking.

Hand-washing

Contravention The following indicated that hand-washing was not suitably managed:

- The wash hand basin was obstructed.
- The wash hand basin was not in regular use. Regular handwashing is important for personal cleanliness.

Information Handwashing is required:

- * before handling ready-to-eat food
- * after touching raw food and its packaging, including unwashed fruit and vegetables
- * after a break/smoking
- * after going to the toilet
- * after cleaning
- * after removing waste
- * after blowing your nose

Guidance Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Handwashing should include the following steps:

- * wet hands before applying soap
- * good hand rubbing technique
- * rinsing of hands
- * hygienic drying

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.

Legal Requirement Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- * After using the toilet;
- * After handling rubbish;
- * After smoking;
- * After taking a break;
- * After handling raw food

Recommendation Keep the bin in a location where it does not obstruct the wash hand basin.

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- Cooked rice was left out at room temperature.
- High risk food, i.e meat and chicken were not being defrosted in the fridge.

Information Frozen foods were being defrosted at room temperature. There is a risk that bacteria will begin to grow in the food once it has defrosted. I recommend that frozen foods are placed in a fridge to defrost. You must ensure that any run-off liquid does not present a risk. I recommend that you defrost the food in a container.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- Ceiling.
- High level cleaning.
- High level cleaning is required to remove cobwebs from the servery counter room, rear food preparation room, storeroom and common areas.
- Stained high level walls and ceilings noted within the front of house servery counter area and the rear prep room (including storeroom).

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

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:

- Cardboards cannot be adequately cleaned. Do not use on storage racking or shelves.
-

Maintenance

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

- Missing glass in window pane located in rear food prep room.
- Damaged seal to 'Whirlpool' fridge.
- Damaged seal to 'MPS' fridge.
- Grease stains noted on ceiling tiles.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- The broken window provided easy access for pests. Replace the window.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

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:

- maintenance is inadequate
- staff training is inadequate

Proving Your Arrangements are Working Well

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

- 4-weekly checks.
- Daily Diary.
- You are filling in your daily diary in advance of its due date.

Recommendation Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

Observation A review of your daily diary shows that you have consistently recorded your fridge and freezer temperatures as 4 °C and -18 °C. (Records date back to 2021). I noted that you have a total of 4 equipment (2 fridges and 2 freezers), yet you only

keep records for 2 equipment. I recommend that you record temperature readings for all 4 chilled/frozen equipment located on your premises. I also recommend that you provide thermometers in all chilled and frozen equipment.

Traceability

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

Infection Control / Sickness / Exclusion Policy

Guidance UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

Observation Policies were in place to prevent any infected food handler from contaminating food.

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Training

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

- Did not appreciate allergen risks.
- Were not washing their hands often enough.

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: www.norwich.gov.uk

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Allergens

Contravention You are failing to manage allergens properly:

- Although the manager/food business operator showed satisfactory knowledge on allergens used in food preparation, the same could not be said for food handlers in the kitchen.

Legal Requirement Caterers must provide allergy information on all unpacked food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars, etc. The potential for cross contamination by allergens must also be made known to consumers ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- Be sure you know exactly what your allergens are.
- Convey this information to your customers accurately and consistently.