



Public Protection (food & safety)
Food Premises Inspection Report

Name of business:	Karzi Kitchen / Ali Andos / Wrap It Up / Boom Burger
Address of food business:	101 Magdalen Street Norwich NR3 1LN
Date of inspection:	31/05/2023
Risk rating reference:	23/00439/FOOD
Premises reference:	23/00123/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant/takeaway

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)**

Contamination risks

Contravention You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging.:

- tools stored in food area, store these items away from food

Legal requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Hand-washing

Legal Requirement The way gloves are used in your premises was unhygienic and likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be disposable and should always be changed between the handling of raw and ready-to-eat foods. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

Observation I was pleased to see handwashing was well managed.

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 wearing suitable protective clothing

Legal requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

Temperature Control

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

- the bain-marie was not holding foods above 63°C

Legal requirement Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C or discarded.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- spinach was being stored beyond its 'USE BY' date of 27/5

Information High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday (an exception is cooked rice which should not be kept longer than 24 hours)

Poor Practices

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

- dried goods i.e peri peri chip salt, lemon and herb sauce were being stored beyond its 'Best before' date of 2022

Guidance It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed its 'best before' date could be of a reduced quality so you must check it is OK before you use it.

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:

- behind and under equipment
- floor wall junctions

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- food storage containers
- Ice cream dispenser not cleaned with a cleaning and sanitizing solution

Information Pathogens such as *Listeria monocytogenes*, *Salmonella enterica* serovar Typhimurium, *Staphylococcus aureus* can survive in an ice cream machine

As an owner of an establishment that offers soft serve ice cream on the menu, you must take preventive steps to avoid harbouring deadly micro-organisms in your machine

Dairy products are susceptible to pathogens that can multiply to very dangerous

levels in very short periods of time, prevention and proactive steps are essential at keeping these micro-organisms away from both your food and your customers.

Listeria is known to live on the metal surfaces in soft serve ice cream machines. This makes frequent cleaning and sanitizing of your machines even more critical.

Information

HOW TO PROPERLY CLEAN AND SANITIZE YOUR SOFT SERVE ICE CREAM MACHINE

Drain all leftover mix remaining in machine into a clean, sanitized container. Refrigerate this immediately or discard it based on your local area's guidelines.

FLUSH

Using a cold water rinse, flush out freezer barrel and supply tank. Drain thoroughly. Rinse again with warm water and drain again.

Take apart all removable parts and prepare them for cleaning by rinsing them out.

Prepare a hot cleaning solution based on manufacturer's directions and carefully wash each part with an appropriate brush that is designated only for cleaning this machine.

RINSE

Rinse all removable parts with clear, warm water and drain.

Allow the washed parts to air dry overnight.

Ensure the washed parts are stored in a place that will not be contaminated by airborne dust, pests, and food. Avoid hand contact as well.

SOAK

Prepare a manufacturer-recommended sanitizing solution, such as a chlorine solution of 100 ppm or quaternary ammonium compound of 200 ppm that is strong enough to eliminate all illness-causing pathogens.

Soak the washed removable parts in this sanitizing agent for two minutes and then allow to air dry.

Caution: Use only manufacturer-recommended sanitizing agents. Unauthorized sanitizing agents can potentially damage your soft serve machine.

Reassemble the machine.

Add sanitizing solution to the hopper and run the machine for a few minutes to allow the solution to reach the freezer cylinder.

Check your manufacturer's manual for exact times.

While the solution is running through the machine, sanitize all other outside

surfaces, such as the tank and lid, with a brush that is used only for this purpose to prevent cross-contamination.

Drain sanitizing solution completely from machine. Do NOT do a final rinse with tap water once the machine is sanitized and drained.

Refill machine with fresh mix and draw off the first portion of mix in order to push out the remaining amount of sanitizer that may be left in the machine.

By taking these necessary and essential steps to prevent and eliminate all sources of food contamination in your soft serve machine, you can be confident that the ice cream you serve is not only delicious but free from bacteria as well.

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.

Maintenance

Observation You are maintaining the premises in good condition.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Observation

Proving Your Arrangements are Working Well

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

- cleaning schedule
- add all equipment to your cleaning schedule, including the ice cream machine

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.

Waste Food and other Refuse

Legal Requirement If you have waste you have a duty of care to:

- Ensure that the person who takes control of your waste is licensed to do so.
- Take steps to prevent it from escaping from your control.
- Store it safely and securely.
- Prevent it from causing environmental pollution or harming anyone.
- Describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else.

Legal Requirement The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

Training

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

Allergens

Contravention You are failing to manage allergens properly:

- You are not informing customers about the risks of cross contamination with allergens
- your allergen matrix did not include all of your allergens in your food and needs updating
- Staff had not been properly informed about the allergens in your food and could not give reliable advice

Legal requirement Caterers must provide allergy information on all unpackaged 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. You can obtain more information from the Trading Standards website: www.norfolk.gov.uk/abc

Information Loose (also called non pre-packed) foods are:

- foods served at restaurants and canteens
- takeaway foods that are placed into containers and sold at the same premises

- any foods sold loose, e.g. meat or cheese at a deli counter, unpackaged bread or pick and mix sweets (including individually wrapped sweets)

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

Legal requirement The allergen labelling requirements for prepacked for direct sale (PPDS) food have changed. Any business that produces PPDS food is required to label the food and the ingredients list with the 14 allergens required to be declared by law emphasised within it

Recommendation for information or advice about prepacked food for direct sale (PPDS) contact Norfolk Trading Standards on 0344 800 8020 or email : trading.standards@norfolk.gov.uk

Information Prepacked for direct sale (PPDS) food, is food that is packaged at the same place it is offered or sold to consumers, and is in this packaging before it is ordered or selected by your customers. The new PPDS allergen labelling will help protect consumers by providing potentially life-saving allergen information on the packaging

Information Prepacked for direct sale (PPDS) food can include the following:

- sandwiches and bakery products which are packed on site before a consumer selects or orders them
- fast food packed before it is ordered, where the food cannot be altered without opening the packaging
- products which are prepackaged on site ready for sale, such as pizzas, rotisserie chicken, salad and pasta pots
- burgers and sausages prepackaged by a butcher on the premises ready for sale to consumers
- food provided in schools, care homes or hospitals and other similar sittings will also require labelling
- pots served with takeaways such as garlic mayonnaise (egg, mustard), houmous (sesame), coleslaw (egg, mustard) mint yoghurt (milk), soy sauce (soy)