



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Albaraka
Address of food business:	12 Earlham House Shops Earlham Road Norwich NR2 3PD
Date of inspection:	07/10/2023
Risk rating reference:	23/00736/FOOD
Premises reference:	20/00431/FD_HS
Type of premises:	Convenience Store
Areas inspected:	Storeroom, Servery
Records examined:	Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Convenient Store

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

Your Food Hygiene Rating is 3 - a generally satisfactory standard



### 1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.  
**(Score 10)**

#### Contamination risks

**Contravention** The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with food-borne bacteria from raw meat or unwashed fruits and vegetables:

- Raw foods were stored above ready to eat foods in the walk-in-fridge.
- At the time of my visit, raw meat was being stored above ready-to-eat foods, i.e, flat bread and milk, in the walk-in-fridge. Any raw foods that may drip or fall into items below can result in cross contamination that could lead to food poisoning.
- Boxes of fruit and vegetables were stored directly on the floor. I recommend that you store food off the floor in order to prevent contamination.

**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.

**Guidance** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) 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 sanitiser
- \* and by controlling the risks posed by soily vegetables.

**Recommendation** I recommend you reorganise and check your walk-in-fridge regularly to ensure that ready-to-eat foods are always stored separately and above hazardous raw food items.

### Hand-washing

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

- There was no hand soap at the dedicated wash hand basin. Wash hand basins must be provided with soap (and hygienic hand drying facilities).

**Legal Requirement** Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

**Guidance** Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand-washing 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:

- Food handlers were not washing their hands hygienically.

**Legal Requirement** Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water. Soap and hand drying facilities must be located nearby.

**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

## Temperature Control

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

- Cold foods, for service, were being kept above 8°C for over 4 hours.
- Food temperatures were not being monitored.
- High risk baked goods, i.e flat bread pizza containing minced meat and bread roll containing turkey ham were being stored at room temperature.

**Contravention** The following evidence indicated there was a risk of harmful bacteria remaining in cooked food or reheated food:

- Food is not hot held at a high enough temperature.

**Legal Requirement** If you rely on selling hot food (displayed under 63 °C) within two hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the two hours is over.

**Legal Requirement** Where food is to be held or served at chilled temperatures it must be cooled as quickly as possible after cooking to a temperature which does not result in a risk to health

**Legal Requirement** If you rely on selling COLD food (displayed over 8°C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

**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 until it is sold or it should be discarded.

## 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:

- Single cream (8 quantities) were past their use by date. The best before date is the date until which the manufacturer of the food guarantees the quality of that product. I recommend you do not sell food that is beyond the best before date and you check your goods regularly to ensure efficient stock rotation.

**Guidance** It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

## **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 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:

- You did not have appropriate cleaning chemicals available.

**Information** You must ensure that the sanitiser you use is effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

**Guidance** Disinfectants and sanitiser must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697.

#### Maintenance

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

- The non-working hot display cabinet used for holding high risk foods.

#### Facilities and Structural provision

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

- Cardboard was being used on the floor of the walk-in-fridge.

**Recommendation** Do not use cardboard on floor surfaces. (If floor surfaces are slippery then action should be taken to improve the non-slip property of the floor surface and the type of shoes worn by staff should be reviewed).

#### Pest Control

**Recommendation** Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

### **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)**

#### Type of Food Safety Management System Required

**Contravention** You currently do not have a food safety management system. Implement a bespoke HACCP system covering the higher risk activities not covered in Safer Food Better Business (SFBB):

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

**Information** As you are a new business you are permitted the flexibility of extra time to get your food safety management system up to the minimum legal requirements. You must act on this now as your food hygiene rating score may be reduced to a maximum of 1 if the food safety management system does not fully meet the legal standard by the time of the next statutory inspection.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

**Recommendation** You were keeping temperature logs for the butcher counter chilled display unit and the walk-in-fridge, you however, did not have any records for the bake off / baked goods prepared on your premises. I recommend that you include records of baked goods in your temperature log book.

### 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 inadequate
- staff hygiene is inadequate
- staff training is inadequate

**Contravention** You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria growing on food
- bacteria surviving in cooked food
- cross-contamination

**Information** Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

### Proving Your Arrangements are Working Well

**Information** As the new food business operator of the food establishment, you must ensure that the appropriate local authority (Norwich City Council) has up to date information on your business establishment and must notify of any significant changes or activity, or closure.

You are required to complete a new food establishment registration form. You can complete an online form by visiting [www.norwich.gov.uk](http://www.norwich.gov.uk)

### 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.

### Waste Food and other Refuse

**Recommendation** You had measures in place to dispose of waste food appropriately and were using the waste facilities provided by the shopping centre management.

### Training

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

- did not know the critical temperature for cooking foods
- were not aware of the food safety management system
- were using poor food storage practices
- were not washing hands adequately.
- were unaware of the need for a sanitiser.

**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](http://www.norwich.gov.uk)

**Recommendation** A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

### Allergens

**Contravention** You are failing to manage allergens properly:

- You do not have a system for informing customers about the presence of allergens in the food you prepare.

- You have not identified the allergens present in the food you prepare.
- You have not adequately labelled the foods you are pre-packing for direct sale to your customers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised.

**Information** Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided up-front, clear sign-posting to where this information could be obtained must be provided.

**Information** The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

**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.