



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Mega Munch
Address of food business:	147 Magdalen Road Norwich NR3 4LA
Date of inspection:	06/12/2023
Risk rating reference:	23/00805/FOOD
Premises reference:	16/00279/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Storeroom, Main Kitchen
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fast food 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	<b>10</b>	15	20	25
Structure and Cleaning	0	5	10	<b>15</b>	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30
<b>Your Total score</b>	0 - 15	20	25 - 30	<b>35 - 40</b>	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	<b>15</b>	20	-
<b>Your Rating is</b>	5	4	3	<b>2</b>	1	0

Your Food Hygiene Rating is 2 - improvement is necessary



### 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** Food was not protected from general sources of contamination:

- cutting boards were badly scored and need replacing

**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.

#### Hand-washing

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

- wash hand basin was obstructed
- staff were not seen washing their hands when I visited

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

**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

**Information** Proper hand-washing is essential in preventing the spread of E. coli 0157 and other harmful bacteria onto food and food contact surfaces. Proper hand washing must 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 wearing suitable protective clothing
- evidence of smoking was noted in the rear passageway. Food handlers must not smoke in any food handling area as it presents a risk of contaminating food. If evidence is found of smoking again it may lead to the service of a final penalty notice

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

**Legal requirement** Food handlers who have been taking a 'smoking break', must wash their hands before starting to handle food

## 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:

- uncovered food stored in fridges

## **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**

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

- around equipment feet
- behind and under equipment
- floor/wall junctions
- flooring throughout the premises
- hand contact surfaces such as light switches and door handles
- electric sockets
- high level cleaning
- extraction canopy
- wash hand basin
- pipework
- bottom to walls behind washing up sink
- cobwebs were seen to high areas
- rear storeroom
- door to kitchen
- cooker canopy and associated items (such as grease filters, grease runnels and extraction ducting)

**Recommendation** Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

### **Cleaning of Equipment and Food Contact Surfaces**

**Contravention** The following items are dirty and must be cleaned::

- fridge and freezer seals
- microwave
- fridge and freezer handles
- containers storing utensils
- taps to wash hand basin
- plug hole to wash hand basin
- area around dough mixer
- containers storing utensils
- build-up of ice to chest freezers
- build-up of ice to undercounter fridge
- side to cabinet to upright freezer

- kebab spike underneath washing up sink
- container storing chipped potatoes
- the chair cannot be effectively cleaned, remove from food room

### 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:

- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards
- you are not cleaning often enough

**Information** Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer

### Maintenance

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

- split seals to undercounter fridge
- split seals to chest freezers
- lids to chest freezers

### Facilities and Structural provision

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

- the lighting is insufficient to allow safe food preparation and cleaning

**Legal requirement** All areas where food is stored or handled must have lighting of sufficient intensity to allow safe food preparation and thorough cleaning

### Pest Control

**Observation** I was pleased to see you have a pest control contract in place and there is not evidence of pest activity on the premises

## **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:

- cleaning and sanitation are poor
- maintenance is poor
- staff hygiene is inadequate

**Contravention** The following Safer Food Better Business SAFE METHODS are incomplete:

- Chilling
- Cleaning
- Cooking
- Cross-contamination

**Observation** I was pleased that you had an up-to-date Safer Food Better Business pack. However this needs to be filled in

### Proving Your Arrangements are Working Well

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

- cleaning/clear and clean as you go
- cleaning schedule
- daily diary
- maintenance
- personal hygiene/handwashing

### 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

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

### 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](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.

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

### Allergens

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.