



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Orient Express
Address of food business:	Stalls 151 164 And 165 Market Place Norwich NR2 1NE
Date of inspection:	29/01/2024
Risk rating reference:	24/00074/FOOD
Premises reference:	07/00079/FD_HS
Type of premises:	Grocery/supermarket
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Market stall

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
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Your Food Hygiene Rating is 5 - a very good standard



1. Food Hygiene and Safety

Food Hygiene standards are excellent. You demonstrated full 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. **(Score 0)**

Hand-washing

Observation I was pleased to see handwashing was well managed. The neighbouring market stall has a wash hand basin and sanitiser is available.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Guidance All food products should be stored in accordance with the manufacturer instructions.

Guidance You cannot rely on taking chilled food temperatures by reading the temperature display on the refrigeration unit. We recommend an independent method that is clearly related to the actual food temperature.

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:

- flooring and shelves

Contravention The following items could not be effectively cleaned and must be covered, made non-absorbent or replaced:

- floors
- mdf or chipboard shelves

Maintenance

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

- floor surfaces damaged

Pest Control

Recommendation Stock was being kept on the floor making cleaning and pest control checks more difficult. Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises

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

Recommendation No documented Food Safety Management System in use making it more difficult to demonstrate an effective system for managing food safety. You do however appear to have adequate systems in place that are followed, i.e. covering stock control. We recommend you implement a written system.

Proving Your Arrangements are Working Well

Contravention The following are needed in order to demonstrate your food safety management system is working:

- temperature records for the fridges and freezers

Traceability

Observation You appear to have good knowledge of your suppliers and keep invoices for your records.

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 gastro-intestinal illness stay away from work until symptom-free for 48 hours.

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately.

Training

Recommendation We recommend staff training on basic procedures i.e cleaning and stock control.

Allergens

Observation All pre-packed food labelled. We recommend you check labelling as food is imported and ensure labels include information in English.

HEALTH, SAFETY AND WELFARE

To aid compliance with Health and Safety legislation we recommend you make the ladders kept in the stalls less accessible to the public.