

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:	06/03/2025
Risk rating reference:	25/00216/FOOD
Premises reference:	24/00235/FD_HS
Type of premises:	Food take-away premises
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Indian hot food take-away

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 contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- Flaking paint on wall to side of flour bins
- Debris on the shelf over open food on the preparation area

Hand-washing

Observation I was pleased to see hand-washing was well managed.

Personal Hygiene

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

Temperature Control

Recommendation The chest freezer was heavily frosted. Build-up of frost can interfere with effective lid closing and presents risk of inappropriate operating temperature in the freezer.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

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

- Shelving in dry store stained
- Debris in the drawer of food handling utensils

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- hand contact surfaces on food storage containers eg spice bin
- hand contact surfaces on microwave ovens
- Hand contact points stained on underside of soap dispenser by was hand basin
- Burnt-on grease on cooker

Cleaning Chemicals / Materials / Equipment and Methods

Recommendation Disinfect equipment and utensils after cleaning with a suitable sanitiser.

Maintenance

Observation You are maintaining the premises in generally good condition.

Facilities and Structural provision

Observation I was pleased to see the premises had been reasonably well-maintained and that adequate facilities had been provided.

Pest Control

Observation You have a pest control contract in place and there is no evidence of pest activity on 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. Your staff are suitably supervised and trained. **(Score 5)**

Type of Food Safety Management System Required

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Recommendation Recording the cooling times for batches of high risk food such as cooked rice or meat will help you to demonstrate that you are keeping cooling period short enough to prevent food poisoning bacteria multiplying to dangerous levels.

Please find the attached link to record sheets that will help you to record the time and temperature at the start and of the cooling periods for high risk foods items. Cooling periods for rice and hot food service temperatures

Please find attached link for cooling and hot service records

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.

Proving Your Arrangements are Working Well

Recommendation Recording the cooling times for batches of high risk food such as cooked rice or meat will help you to demonstrate that you are keeping cooling period short enough to prevent food poisoning bacteria multiplying to dangerous levels.

Please find the attached link to record sheets that will help you to record the time and temperature at the start and of the cooling periods for high risk foods items. Cooling periods for rice and hot food service temperatures

Please find page 4 of the attached link for SC3 Cooking/Cooling/Reheating records as discussed at the time of the inspection

[Safe Catering - your guide to making food safely](https://www.food.gov.uk/sites/default/files/media/document/safe-catering-recording-forms_0.pdf)
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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.

Training

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

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

Legal requirement Caterers must provide allergy information on all un-packaged food they sell. Catering businesses include restaurants, take-aways, 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

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.