

**Public Protection (food & safety)****Food Premises Inspection Report**

Name of business:	Haggle
Address of food business:	13 St Benedicts Street Norwich NR2 4PE
Date of inspection:	25/03/2025
Risk rating reference:	25/00283/FOOD
Premises reference:	17/00016/FD_HS
Type of premises:	Cuisine - Turkish
Areas inspected:	Servery, Storeroom, Main Kitchen
Records examined:	Pest Control Report, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Turkish restaurant

**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.

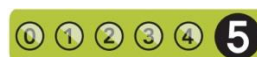
**Food Hygiene Rating Re-Scoring Visit**

Date: 24<sup>th</sup> April 2025

Following the previous inspection a re-rating visit was requested. The revised score is

indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



**Observation** I was pleased to see that:

- the contraventions outlined in your food hygiene inspection had been addressed
- open bags of food were being decanted into clean lidded containers
- food was being stored for 3 days i.e one day preparation plus 2 days and were being labelled as such
- rice was being stored for 24 hours
- cutting boards were being stored in racks
- cleaning was to a high standard
- split seals to fridges had been replaced, you informed me that you were awaiting one for the fridge behind the bar
- the gap to the rear door had been covered, you informed me that you were planning to replace the rear door

## **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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	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 food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- equipment used for raw foods i.e tongs were stored directly touching equipment used for ready-to-eat foods i.e cutting board
- containers stored in dried ingredients
- cutting boards badly scored and need replacing
- open bags of food stored in storeroom

**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.

**Legal Requirement** Provide smooth plastic or metal, rodent proof containers with tight fitting lids for the storage of dried foods

**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

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

- staff were not seen washing their hands when I visited
- using gloves without suitable procedures to ensure they remain hygienic

**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** If not used properly gloves are 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.

**Recommendation** Keep a waste bin near the wash-hand basin

### Personal Hygiene

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

**Recommendation** It is a government recommendation that eggs are stored in the fridge

**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** Cooked rice was being kept for longer than 24 hours. Cooked rice must be refrigerated to below 8°C and used or thrown away after 24 hours.:

**Guidance** If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before it becomes unsafe. In practice foods should be frozen at least a week before the USE BY date and when defrosted labelled with a date so that it is used within 2 days.

### 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:

- open bag of sweet pepper stored on floor in storeroom
- prepared foods stored for 5 days

**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)

## **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:

- flooring around equipment feet
- flooring behind and under equipment
- floor/wall junctions
- ceiling
- walls particularly behind food preparation surfaces
- pipework
- electric socket to pizza oven

### Cleaning of Equipment and Food Contact Surfaces

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

- chopping boards
- lids to food storage containers
- fridge and freezer seals
- seals to ice machine
- drawers to fridges
- underneath towel dispensers
- underneath soap dispensers
- can opener
- legs to equipment

### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

### Maintenance

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

- damage to interior to microwave
- split seals to fridge

#### Facilities and Structural provision

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

#### Pest Control

**Contravention** Pest proofing is inadequate particularly in the following areas:

- the external doors

**Recommendation** Fill gaps around/to external doors, windows, drainage and or surface pipes.

### **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

**Observation** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

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

- cleaning schedule

**Recommendation** I recommend that you record your fridge and freezer temperatures

#### Food Hazard Identification and Control

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

- bacteria surviving in cooked food

#### 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.

#### Allergens

**Observation** You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

#### Health And Safety

Matters of Evident concern  
(MOEC)

**Contravention** The following matters exposed staff and/or the public to the risk of carbon monoxide poisoning from the use of solid fuel appliances:

- no Carbon Monoxide meter available to charcoal grill

#### Use of charcoal indoors for cooking purposes

During the inspection it was noted that you are using a charcoal fuelled **grill/tandoor/oven** for cooking food in your premise. Charcoal **ALWAYS** produces Carbon Monoxide, a known toxic gas, when it burns and may pose a risk to yourself, your employees, members of the public and possibly to those in adjoining premises. It is recommended that you change to using a safer alternative fuel, such as gas or electric but if you choose to continue to use charcoal **you must carry out an assessment of the risk associated with burning charcoal indoors and put in place appropriate controls to ensure safety.**

It is strongly recommended that this assessment, and the details of any control measures in place, are recorded. All controls introduced to ensure safety must be maintained.

Please find attached a self-assessment form for you to fill in and have readily available