

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

Name of business:	Zam Zam Supermarket
Address of food business:	49 And 51 Dereham Road Norwich NR2 4HZ
Date of inspection:	28/03/2025
Risk rating reference:	25/00299/FOOD
Premises reference:	23/00058/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:	Supermarket with butchery - no open high risk food handled

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

Food Hygiene Rating Re-Scoring Visit

Date: 25 July 2025

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. **How we calculated your re-rated Food Hygiene Rating:**

Compliance Area	Re-Rating 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 Re-Rating is	5	4	3	2	1	0

Your revised Food Hygiene Rating is 4 – a good standard



Inspectors re-rating notes:

Food Hygiene & Safety

Summary:

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)**

Paper towel roll for use with the wash hand basin was in contact with raw meat.

Structure and Cleaning

Summary:

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)**

Staining was found on the hand contact point of a light switch by the wash hand basin

Confidence in Management

Summary:

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. [Food hazards are understood, properly controlled, managed and reviewed.] [Your records are appropriate and generally maintained.] [Your staff are suitably supervised and trained.] You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Temperature records for the walk-in refrigerator and fish fridge were correct and not in good order were not in good order

The results of the original inspection are listed below.

How we calculated your previous 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 1 - major 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 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:

- damaged equipment is in use that could shed broken particles e.g. plunger to mincer
- miscellaneous clutter due to poor housekeeping at the butchery service counter and in the rear preparation area
- chopping boards are badly scored

Hand washing

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

- a cleaning cloth was found draining in the wash hand basin
- staff were not seen washing their hands when I visited
- the wash hand basin in the butchery service area was dirty
- Staff were using gloves without suitable procedures to ensure they remain hygienic

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
- staff were not using the wash hand basin regularly

Temperature Control

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

- food temperatures were not being monitored

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. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. Improvements are needed in hand and/or equipment washing facilities. 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:

- floor wall junctions
- hand contact surfaces such as light switches and door handles
- walls particularly behind food preparation surfaces
- the wash hand basin at the butchery service area

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

- chipped dented wooden architrave to the door frame to the rear of the butchery service area
- Damaged and incomplete wall coverings to the rear of the butchery service area
- Damaged cracked and chipped floor tiles to the rear of the butchery service area

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- Fridge and freezer seals
- Hand contact surfaces on fridges and freezers
- Plunger used with the mincer.

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 cleaning equipment was dirty
- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards
- touch points were dirty (light switches, door handles etc)
- you are not cleaning often enough

Maintenance

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

- wall and floor tiles area tiles are broken, holed, chipped un-grouted or missing
- wall cladding is damaged and not effectively secured and sealed to the wall
- floor surfaces damaged
- woodwork damaged
- paint work worn or peeling

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- holes in the internal wall cladding of the walk-in refrigerator in external area

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. You were failing to apply your written food safety management system. You have a varying track record. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.:

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
- services and facilities are inadequate
- waste management is poor

Contravention The documented food safety management system you operate is inadequate as:

- there is no evidence of the written assessment of the food hazards that led to the written procedures
- there was no clear definition of where the critical control points are in your operation

Proving Your Arrangements are Working Well

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

- cleaning schedule
- daily records
- maintenance recording
- pest control records
- staff training records
- temperature records
- opening and closing checks
- food safety issues not adequately recorded

Traceability

Contravention Sealed packs of meat for direct sale to customers were not labelled with the name and address of the supplier or manufacturer or importer.

Legal Requirement Sealed packs of food that is of animal origin must be clearly labelled with the name and address of the supplier, manufacturer or importer.

Infection Control / Sickness / Exclusion Policy

Contravention There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastrointestinal illness:

- staff that report these diseases must not work with food until they are 48 symptom free

Training

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

- did not know how long to stay off work after illness.
- did not know how to the correct dilution for the sanitiser
- did not understand the opening and closing checks
- were not aware of the food safety management system
- were not cleaning properly

Allergens

Contravention You are failing to manage allergens properly:

- 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

HEALTH, SAFETY AND WELFARE

Matters of evident concern

- The guard to the band saw could not be adjusted to minimise the exposed part of the blade when cutting meat
- The guard to the feed input for the mince was not in place

Legal requirement - Provision and Use of Work Equipment regulations 1998

Regulation 11 (1) requires employers to take effective measures to prevent access to dangerous parts of machinery or stop their movement before any part of a person enters a danger zone

Regulation 11(2) specifies the measures which must be taken to prevent access to the dangerous parts of the machinery to achieve compliance

Every employer must ensure that measures are taken to prevent access to any dangerous part of machinery. This requires

- a) the provision of fixed guards enclosing every dangerous part where and to the extent that it is practicable to do so, but where or to the extent that it is not, then
- b) the provision of other (adjustable) guards or protection devices where and to the extent that it is practicable to do so

All guards and protection devices must be maintained in an efficient state, in efficient working order and in good repair.