

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Shah Jalal
Address of food business:	6 Guardian Road Industrial Estate, NR5 8PF
Date of inspection:	04/09/2025 05/09/2025
Risk rating reference:	25/00743/FOOD
Premises reference:	25/00246/FD_HS
Type of premises:	Ethnic foods retailer
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Formal / Hygiene Improvement Notice included
General description of business:	Cash & Carry

**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: 22 January 2026

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.

Compliance Area	Re-Rating Score					
Food Hygiene and Safety	0	<b>5</b>	10	15	20	25
Structure and Cleaning	0	<b>5</b>	10	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30

<b>Your Total score</b>	0 - 15	<b>20</b>	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	<b>10</b>	10	15	20	-

<b>Your Re-Rating is</b>	5	<b>4</b>	3	2	1	0
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Your revised Food Hygiene Rating is 4 – a good standard

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

- most of the contraventions outlined in your food hygiene inspection had been addressed
- significant repairs and improvements have been made to the structure of the premises
- the general standard of cleanliness had improved
- improvements have been made to pest control procedures and pest proofing measures have been strengthened
- a food safety management system is now in place supported by up-to-date and well maintained records

### **Contravention** the following matters still require attention:

- the wash hand basin in the butchery was obstructed at the time of our re-visit indicating hand washing was not suitably managed
- several items and areas were dirty and require more frequent and thorough cleaning (e.g. under equipment / freezer seals / walk in freezer floor and entrance / butchery sink / butcher's block)
- damage was observed to the wall/floor junction near the walk-in fridge and freezer in the cash and carry which requires repair
- cleaning requires improvement in places which undermines the effectiveness of your food safety management system
- further work is needed to demonstrate consistent implementation of your food safety management systems including maintaining appropriate records to show sustained good management over time

## 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 0 - urgent improvement is necessary



### 1. Food Hygiene and Safety

Food hygiene standards are bad and your almost total failure to comply with the law has led to imminent and serious risks to food safety. You must address all the contraventions as a matter of urgency as most are critical to food safety. Evidence was collected to support formal enforcement action which may include prosecution. **(25)**

#### 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:

- ready-to-eat foods i.e fruits cut in butchers section
- uncovered raw meats stored in walk-in fridge
- open packets of food stored in cardboard box on floor
- red cutting board was badly scored and needs 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.

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

**Legal requirement** Replace the defective red cutting board to minimise the risk of contamination.

**Recommendation** Provide separate equipment and utensils for raw and ready to eat foods, which can be easily identified (colour coded) and stored and washed separately.

### Handwashing

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

### Personal Hygiene

**Legal requirement** Evidence of smoking was noted in the storeroom. Food handlers must not smoke in any food handling area as it presents a risk of contaminating food.

### Temperature Control

**Observation** I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

**Legal requirement** Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are bad and your almost total failure to comply with the law has lead to imminent and serious risks to food safety. You must address all the contraventions as a matter of urgency as most are critical to food safety. Evidence was collected to support formal enforcement action which may include prosecution. **(25)**

### Cleaning of Structure

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

- flooring to walk-in refrigerators in the shop and warehouse
- walls to walk-in refrigerators in the shop and warehouse
- ceiling to walk-in refrigerators in the shop and warehouse
- flooring underneath equipment in the shop and warehouse
- flooring throughout the premises
- pipework
- WC

## Cleaning of Equipment and Food Contact Surfaces

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

- shelving throughout the premises
- sides to shelving
- knife
- bin
- seals to chest freezers
- build-up of ice to chest freezers
- dead fly to chest freezer
- cardboard box to chest freezer
- cardboard to pallets to walk-in refrigerator
- grills to display refrigerators
- carpet to storeroom
- hand contact points to all refrigerators and freezers

**Information** Cardboard cannot be properly cleaned. Do not use it to cover the floor/ shelves of work surfaces in food rooms

## Cleaning Chemicals / Materials / Equipment and Methods

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

## Maintenance

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

- ceiling tiles to the shop and warehouse storeroom

**Legal requirement** Repair or renew the ceiling to leave a surface that will prevent the accumulation of dirt.

## Facilities and Structural provision

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

- the provision for storing waste is inadequate – either increase your storage or increase the collection frequency

**Legal requirement** Remove all vegetation, rubbish or materials providing harborage for pests

## Pest Control

**Contravention** There is evidence of pest activity on the premises:

- rats

**Legal requirement** Appropriate treatment methods must be used to eliminate the presence of rats.

**Information** These pests carry food poisoning bacteria and can contaminate food and food surfaces that they come in contact with.

**Contravention** Pest proofing is inadequate:

- throughout the premises
- you have had a visit from a pest contractor where pests were identified but you have not carried out the required controls

**Legal requirement** Any gaps and holes to external doors, windows, pipes, drains etc must be filled or covered with a solid, durable material in order to minimise pest entry points into food preparation and storage areas.

### **3. Confidence in Management**

There is almost total non-compliance with legal requirements. You did not provide any evidence of having a food safety management system. The contraventions require your immediate attention. Evidence was collected to support formal enforcement action which may include prosecution. **(30)**

#### **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.

**Legal requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food
- Identify the critical points at which control is essential
- Establish critical limits (what is acceptable and unacceptable)
- Monitor critical control points to ensure critical limits are met

Keep appropriate records to demonstrate control measures are effective

**Legal requirement** Your food safety management system must be available on site so that your staff can refer to procedures and record checks daily

#### **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:

- waste management is poor
- pest control is inadequate
- cleaning and sanitation are poor

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

- cross-contamination

**Information** Please see links to the Safer Food Better Business food safety management packs which you may find of use:

Safer Food Better Business for Retailers (to cover the shop and warehouse):  
<https://www.food.gov.uk/business-guidance/safer-food-better-business-for-retailers>

Safe Food Handling for Butchers (to cover the butchery):  
<https://acss.food.gov.uk/sites/default/files/butchers-haccp.pdf>

### 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 gastrointestinal illness stay away from work until symptom-free for 48 hours.

### Training

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

- were using poor cross contamination practices
- were not cleaning properly

**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 this 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)