



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Thai Issan @ Yalm (Temporary)
Address of food business:	23 - 24 Royal Arcade Norwich NR2 1NQ
Date of inspection:	15/01/2025
Risk rating reference:	25/00042/FOOD
Premises reference:	24/00065/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Back of House, Main Kitchen
Records examined:	SFBB, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Thai

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 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:

- frozen food products in the freezer were uncovered
- open food products had been left uncovered on the side of the counter by the hand wash basin sink

Hand-washing

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

- the wash hand basin was obstructed

Personal Hygiene

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

Temperature Control

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

- bean sprouts were being stored above 5°C
- food was not being kept cold as long as possible during production
- foods were not being stored at the temperature directed by the manufacturer's information

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it did not conform to food safety requirements:

- bean sprouts were found above 5°C - not being stored at the temperature directed by the manufacturer's information

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:

- uncovered food products on the side of the counter
- uncovered food products inside the freezer
- bean sprouts above 5°C

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

Observation The kitchen had been well maintained and the standard of cleaning was exceptionally high.

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept clean and 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:

- fridge and freezer door seals damaged and ripped

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

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 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

Recommendation Contact us for details of our Safer Food Better Business workshops on 01603 989600 or visit our webpage www.norwich.gov.uk/foodsafetytraining

Recommendation Choose Safer Food Better Business as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

Recommendation You can buy a printed copy of Safer Food Better Business or a diary refill pack via our website www.norwich.gov.uk/sfbb

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:

- SFBB pack had not been followed or filled in

Contravention The following Safer Food Better Business SAFE METHODS are incomplete:

- chilling
- cleaning
- cooking
- opening and closing checks

Contravention Your food safety management system is not adequate in its scope and/or is not sufficiently detailed. Ensure your food safety management system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable.

Proving Your Arrangements are Working Well

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

- 4-weekly checks
- cleaning schedule
- probe calibration records

Recommendation Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

By using a normal diary you were failing to SIGN OFF at the end of each day; had nowhere to record that opening and closing checks had been done; were not reminded to record NON CONFORMATIES and to review your management system every 4-weeks.

Traceability

Recommendation Labelling all perishable food with a USE BY date will help you rotate your stock and demonstrates you have effective controls in place.

Observation Your records were such that food could easily be traced back to its supplier.

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 hours symptom free

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.

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

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

Observation You had clearly shown the presence of allergens in your food on your menu.