



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Namaste Village
Address of food business:	Ferodo House 131 - 139 Queens Road Norwich NR1 3PN
Date of inspection:	31/01/2025
Risk rating reference:	25/00119/FOOD
Premises reference:	16/00256/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Yard, Main Kitchen, Prep Room, Storeroom, Back of House
Records examined:	SFBB, Cleaning Schedule, FSMS, Training Certificates/records, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Vegetarian and vegan Indian food

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 5 - a very 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 cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- unwashed food products had been stored above washed and ready to eat products in the walk in fridge
- food products had been stored on the floor inside the walk in freezer
- bins are not foot operated
- worn and damaged chopping boards
- ice scoops had been stored inside the ice machine

- sacks of onions and potatoes had been stored outside in the open

Hand-washing

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 After washing hands food handlers should turn the taps off using paper towel to prevent them from re-contaminating their hands

Observation I was pleased to see handwashing was well managed.

Personal Hygiene

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

Temperature Control

Legal Requirement Where food is to be held or served at chilled temperatures it must be cooled as quickly as possible after cooking to a temperature which does not result in a risk to health

Recommendation Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by dividing into several smaller shallow containers

Unfit food

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)

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:

- food products in the freezers had been incorrectly labelled
- food products had been stored on the floor inside the walk in freezer
- unwashed food products had been stored above washed and ready to eat products in the walk in fridge

Recommendation ensure HACCP labels are applied on products which are stored in the freezers, with the correct information filled in. Any products which will be stored for longer than 7 days should also have a HACCP label. Ensure manufacturer's shelf life information is read carefully before applying the correct label to the product.

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

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

- behind and under equipment
- floor and wall junctions

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- can opener

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:

- touch points were dirty (light switches, door handles etc)

Maintenance

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

- woodwork damaged around the kitchen areas
- paintwork was peeling off the walls and doors
- holes were found in the ceiling in the store cupboard and kitchen
- wire was hanging down from the ceiling in the kitchen and back of the kitchen
- fridge and freezer door seals split
- can opener in poor condition

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- no fly screens to the windows at the back of the kitchen

Contravention you do not have a pest control contract

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. **(Score 5)**

Type of Food Safety Management System Required

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:

- cooling temperature records
- probe calibration records
- 4 weekly reviews

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

- chilling
- cooking

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

- you do not detail the frequency of monitoring checks

Proving Your Arrangements are Working Well

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

- 4-weekly checks
- chilling / chilled storage / display of chilled food
- chilling down hot food / freezing / defrosting
- daily diary
- probe calibration records

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

- probe calibration records

- food safety issues not adequately recorded
- 4-weekly checks

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 CONFORMITIES and to review your management system every 4-weeks.

Information your diary pages should be used to record any non- conformities and what you did to correct them i.e if anything different happens or if anything goes wrong. This is so you can show that you have taken action to make sure that food you serve is safe to eat

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

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.

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.