



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Delight
Address of food business:	Stalls 74 - 75 Market Place Norwich NR2 1ND
Date of inspection:	27/02/2025
Risk rating reference:	25/00205/FOOD
Premises reference:	17/00343/FD_HS
Type of premises:	Market Stall
Areas inspected:	Servery, Main Kitchen
Records examined:	Training Certificates/records, Cleaning Schedule, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Market stall serving Turkish cuisine

**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	0	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:

- cloth stored on top of the chopping boards
- raw chopping board touching ready to eat boards on the rack
- food handler wearing gloves when taking money and serving food

#### Hand washing

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

- the wash hand basin was obstructed

## 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 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

## Unfit food

**Contravention** The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- pitta breads past its best before date (24/2/25)

## 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 fridges not labelled
- frozen products (chicken, burgers and doner meat not labelled)
- open tub of tomato ketchup had been stored outside of the fridge, (manufacturer's recommendation: once opened store in the fridge)
- sauce bottles not labelled once opened
- dried ingredients taken out of their original packaging not labelled

## **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:

- walls and shelves built up with grease, walls were sticky

### Cleaning of Equipment and Food Contact Surfaces

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

- food probe thermometer

### **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)**

#### **Food Hazard Identification and Control**

**Contravention** The following SAFE METHODS are missing from your Safer Food Better Business pack:

- cooking
- hot holding
- 4-weekly checks
- probe calibration records
- temperature records
- hot holding temperature records

#### **Proving Your Arrangements are Working Well**

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

- 4-weekly checks
- food allergies
- probe calibration records
- temperature records
- hot holding temperature records

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

- probe calibration records
- temperature records
- 4-weekly checks
- hot holding temperature records

#### **Allergens**

**Contravention** You are failing to manage allergens properly:

- 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