

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Prime Steakhouse
Address of food business:	30 - 32 St Giles Street Norwich NR2 1LL
Date of inspection:	09/03/2026
Risk rating reference:	26/00213/FOOD
Premises reference:	22/00208/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Servery
Records examined:	Cleaning Schedule, FSMS, Pest Control Report, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant

**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
<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 Rating is</b>	5	<b>4</b>	3	2	1	0



Your Food Hygiene Rating is 4 - a good 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.  
**(10)**

#### Contamination risks

**Contravention** Food was not protected from general sources of contamination:

- raw foods i.e eggs were being stored next to ready-to-eat foods i.e double cream in the upright fridge
- foil and cling film were being stored directly touching and not in the boxes or dispensers
- food i.e panko breadcrumbs stored on the floor

**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.

## Handwashing

**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

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

- high risk food was being left in the danger zone (8-63°C) for long periods of time

**Legal requirement** Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

## Unfit food

**Contravention** The following food was unfit because it was past its USE BY date

- Crème fraîche 'Use by' 5/3
- soft cheese 'Use by' 24/2

**Information** High risk items have a use by date. After this date you must not sell, use or intend to use these foods. Make sure you have regular checks in place to remove out of date items

**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 day or 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:

- no date of when opened on open liquid egg yolk stored in fridge
- no date of when opened on open jars stored in fridge

## **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. **(5)**

## Cleaning of Structure

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

- floor/wall junctions
- bottom to walls
- pipework

## Cleaning of Equipment and Food Contact Surfaces

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

- underneath towel dispenser
- seals to fridges
- remove protective film to fridge to aid easier cleaning

## Maintenance

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

- holes to wall

## Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

## Pest Control

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises.

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

## **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. **(5)**

## Type of Food Safety Management System Required

**Observation** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

#### Food Hazard Identification and Control

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

- bacteria surviving in cooked food
- bacteria growing on food
- cross-contamination

#### Proving Your Arrangements are Working Well

**Contravention** You are not working to the following methods in your FSMS:

- cleaning schedule as more attention is needed to cleaning
- opening/closing checks as food was being stored beyond its 'Use by' dates. I have attached a copy of opening and closing checks for your attention

#### Traceability

**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.

#### Allergens

**Observation** You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.