

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Kings Kebabs
Address of food business:	121 Mile Cross Lane Norwich NR6 6RQ
Date of inspection:	18/05/2026
Risk rating reference:	26/00414/FOOD
Premises reference:	06/00122/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	Training Certificates/records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Takeaway serving kebab and pizza

**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	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 4 - a 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. (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:

- outer cardboard boxes stored in fridges with ready to eat food
- broken plastic to some containers
- cleaning chemicals were stored next to food
- you are not using colour coded boards

**Legal Requirement** Cleaning chemicals should be stored in an area separate from food so that they cannot contaminate the food. They should be stored in sealed containers with clear use instructions.

**Guidance** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food

- the correct use of wash-hand basins and thorough hand washing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

**Guidance** If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 82° for 15 seconds) between uses.

**Recommendation** Empty sacks or large bags of dried foods into lidded containers to reduce spills (remembering to clean containers before refilling). Retain packaging for traceability.

Provide and use colour coded boards.

**Observation** I was pleased to see you were generally able to demonstrate effective controls to prevent cross-contamination.

### Handwashing

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

- hot water was available to the premises and sink, but the hot tap to the wash hand basin would not turn, so no hot water was available. This has been repaired now.

**Legal Requirement** Wash hand basins must be provided with hot and cold running water and suitable drainage, soap and a hygienic way to dry hands.

**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

### Personal Hygiene

**Information** There is a method for effective hand washing in your Safer Food Better Business pack

**Observation** You were wearing a Company t shirt, but this should be covered by a apron too.

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

## Temperature Control

**Information** Sauces were noted stored at room temperature. The manufacturer's instruction states that these products should be stored refrigerated after opening.

**Guidance** It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges, you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1° and 1°.
- The readings in boiling water should be between 99° and 101°.

**Guidance** Serving less than thoroughly cooked (LTTC) burgers carries a greater risk of harmful bacteria not all being killed during the lower-temperature cooking (if, for instance, a burger meat patty were to become contaminated with harmful bacteria or if bacteria were allowed to grow on it).

**Guidance** You cannot rely on taking chilled food temperatures by reading the temperature display on the refrigeration unit. You need an independent method that is clearly related to the actual food temperature.

**Recommendation** In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75° for 30 seconds or an equivalent time/temperature combination, for example 80° for 10 seconds.

**Recommendation** In 2017, the Food Standards Agency confirmed that Lion eggs are the only ones that are safe to be consumed runny, or even raw, by everyone including vulnerable groups. If you are preparing egg containing dishes that are less than thoroughly cooked (i.e., tiramisu; runny boiled eggs; mousse etc.) you should be using eggs that meet the lion brand standard or using egg that has been processed in a way to make it safe (i.e. pasteurised egg).

**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.

## Unfit food

**Guidance** If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before it becomes unsafe. In practice foods should be frozen at least a week before the USE BY date and when defrosted labelled with a date so that it is used within 2 days.

**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) You are not dating items, but have a shelf life of 3 days.

### Poor Practices

**Guidance** It is permitted to sell food after its BEST BEFORE date but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(10)**

### Cleaning of Structure

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

- door frames

**Information** Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

**Observation** The kitchen had been well maintained, and the standard of cleaning was good.

### Cleaning of Equipment and Food Contact Surfaces

**Observation** You had dedicated equipment for the preparation of raw and for ready-to-eat foods.

### Cleaning Chemicals / Materials / Equipment and Methods

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

**Information** You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

**Guidance** Even when using a surface sanitiser you should be following the TWO STAGE cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

**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.

#### 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

**Contravention** Pest proofing is inadequate particularly in the following areas:

- the rear door does not close tightly and there is a gap at base
- broken electric fly killer

**Legal Requirement** The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

**Recommendation** Provide fly screens to openable windows and external doors in rooms in which food is prepared and handled

### **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** 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.

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

#### 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:

- hot water tap to wash hand basin
- pest control is inadequate

#### Proving Your Arrangements are Working Well

**Information** Less than thoroughly cooked (LTTC) burgers are cooked to a lower temperature meaning that pathogenic bacteria could survive the cooking step. Because of this, nearly all of the process steps needed to produce a burger (from farm to fork) become critical steps, which under HACCP principles requires setting critical limits,

monitoring to ensure readings are within safe parameters, verification to ensure the effectiveness of monitoring procedures and review of the HACCP system. In the event of an outbreak, the failure of others to make these critical checks could result in your business suffering reputational damage.

### 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:

- introduce a system to monitor staff illness

**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.

### 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

**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 the equivalent CIEH course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

**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)

### Allergens

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

- You are not informing customers about the detail of allergens in the food you sell.
- cake was portioned into containers, and these were not labelled with allergen information. You could not identify the allergens, and the original packaging containing this had been discarded.

**Information** Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

**Information** The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

**Information** The Food Standards Agency has produced a chart that you may find useful [www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**Guidance** Prepacked for direct sale or PPDS is food that is packaged at the same place it is offered or sold to consumers and is in this packaging before it is ordered or selected. It can include food that consumers select themselves, as well as products kept behind a counter and some food sold at mobile or temporary outlets.

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.