Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Boundary Grill Peri Peri Chicken
Address of food business:	367 Aylsham Road Norwich,NR3 2RX
Date of inspection:	15/07/2026
Risk rating reference:	26/00482/FOOD
Premises reference:	20/00235/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, External areas
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fast food takeaway shop

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 Hygiene Rating Re-Scoring Visit

Date: 15.07.2026

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

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 revised Food Hygiene Rating is 4 – a good standard 

Inspector's notes:

I was pleased to see that most of the issues identified at your previous inspection had been rectified with only some minor contraventions noted.

Food Hygiene and Safety

Contraventions:

Opened food products had not been date labelled

Opened food products had not been covered after opening

Metal spoon had been left inside a food container stored in the fridge overnight

Structure and Cleaning

Contraventions:

The premises were maintained to an excellent standard, with good structural condition, facilities, cleaning, and maintenance

Confidence in Management

Contraventions:

Some sections of your Safer Food Better Business Pack had not been completed

Add allergens to your menu

Public Protection (food & safety)

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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.

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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 0 - urgent improvement is necessary 

1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(15)**

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:

- food products were left uncovered
- the green chopping board on the work top was visibly dirty and heavily stained
- the towel was visibly soiled and was being stored on a food preparation surface
- several food storage containers were found to be visibly dirty
- a plastic tub was observed being left inside a container of flour
- salad products were being used without prior washing
- the area around and beneath the soap dispenser unit was dirty

Contravention You could not demonstrate effective disinfection of equipment and utensils used for both raw and ready-to-eat foods, either by heat or an adequate dishwasher cycle:

- chopping boards
- fridge and freezer seals
- serving tongs and spoons
- chip scoop
- heavy accumulations of grease were observed around the sides of the deep fat fryer
- the base of the doner kebab spit was heavily soiled, with a build up of food debris
- the pizza dough mixer was visibly dirty, with accumulations of dried flour on both the internal and external surfaces

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.

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 Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

Recommendation Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Recommendation Regularly check equipment for deterioration. For example, the plastic coating on food tongs splits and cracks over time and risks plastic contaminating food and makes cleaning difficult.

Hand washing

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

- the area around and beneath the soap dispenser unit dirty

Guidance Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand washing should include the following steps:
* wet hands before applying soap
* good hand rubbing technique
* rinsing of hands
* hygienic drying

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

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 wearing suitable protective clothing while handling food and working in food preparation areas
- a delivery driver was observed inside the kitchen area while food was being prepared and cooked

Temperature Control

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

- food temperatures were not being monitored
- foods were not being stored at the temperature directed by the manufacturer
- hot foods, for service, were kept below 63°C for over 2 hours
- the hot display cabinet was not holding foods above 63°C
- the frozen doner meat was observed being left on the spit at ambient room temperature during the defrosting process

Contravention The following evidence indicated there was a risk of harmful bacteria remaining in cooked food or reheated food:

- food is not heated to a high enough temperature
- food is not hot held at a high enough temperature
- cooking temperatures were not being checked

Legal Requirement If you rely on selling hot food (displayed under 63°) within two hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the two hours is over.

Legal Requirement Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63° or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C until it is sold or it should be discarded.

Legal Requirement Frozen foods should be defrosted in such a way as to minimise the risk of growth of pathogenic micro-organisms or the formation of toxins in the food. Care should also be taken to ensure any liquid released does not contaminate other foods.

Guidance Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

Guidance All food products should be stored in accordance with the manufacturer instructions.

Unfit food

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

- bag of peppers past its best before date

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:

- bag of peppers past its best before date
- open cans/tins were observed being stored inside the fridge
- salad products were being used without prior washing
- sauce bottles were left out and not correctly stored after use

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.

Recommendation Ensure that all food and sauce products are used in accordance with the manufacturer's instructions prior to use

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are poor and there is major non-compliance with legal requirements which have lead to significant risks to food safety. You must address all the contraventions as a matter of urgency as there are many that are critical to food safety. A revisit is planned and formal enforcement action is likely. **(20)**

Cleaning of Structure

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

- around the equipment feet and wheels
- behind and under the equipment
- ceiling
- electric fly killer and tray
- extraction canopy and filters
- floor wall junctions
- high level cleaning
- dead flies were observed on the kitchen window seal

Recommendation Remove redundant items and equipment from food rooms.

Recommendation Improve your housekeeping.

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- food equipment and utensils
- food containers
- chopping boards

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:

- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards

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 Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

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.

Maintenance

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

- kitchen ceiling damaged
- woodwork damaged
- paint work worn and peeling
- silicon sealant damaged around the back of house sink
- chest freezer handle

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- the kitchen extraction unit was inadequate
- bed was found at the back of house area

Legal Requirement All food preparation and storage areas must have adequate ventilation either by natural or mechanical means. This is to reduce high humidity, room temperature, cooking odours and airborne particles.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- no fly screens to the windows at the back of house area
- an overfilled bin, redundant equipment, and general waste were observed around the external area

Guidance Keep the outside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation.

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

3. Confidence in Management

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(20)**

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:

- cleaning and sanitation are poor
- maintenance is poor
- staff hygiene is inadequate
- staff training is inadequate
- waste management is poor

Contravention The control methods you have put in place at critical control points are not sufficient.

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

- chilling
- cleaning
- cooking
- cross-contamination

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

- you do not detail the frequency of monitoring checks
- the monitoring checks are inadequate
- the SFFB pack on site had not been filled in

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Proving Your Arrangements are Working Well

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

- 4 weekly checks
- daily diary
- fridge and freezer temperature checks
- opening and closing checks were last recorded on the 23rd June 2025

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.

Infection Control / Sickness / Exclusion Policy

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.

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- did not appreciate allergen risks
- were not cleaning properly
- were not washing their hands often enough
- were using poor cross contamination practices
- were using poor food storage practices

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

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

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

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

Allergens

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Recommendation Add allergy information to your menu

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.