



**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                  |                                     |
|----------------------------------|-------------------------------------|
| Name of business:                | Big Gyros                           |
| Address of food business:        | 82 Upper St Giles Street ,NR2 1LT   |
| Date of inspection:              | 07/08/2026                          |
| Risk rating reference:           | 26/00575/FOOD                       |
| Premises reference:              | 24/00249/FD_HS                      |
| Type of premises:                | Restaurant or cafe                  |
| Areas inspected:                 | Main Kitchen, Basement              |
| Records examined:                | SFBB, Training Certificates/records |
| Details of samples procured:     | None                                |
| Summary of action taken:         | Informal                            |
| General description of business: | Greek takeaway and 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    | 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.  
(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:

- frozen food products stored in the chest freezer had not been adequately covered or wrapped
- chopping boards dirty

**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.

## Hand washing

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

- the kitchen wash-hand basin was dirty and required thorough cleaning
- no soap or suitable means of hygienically drying hands was available at the wash-hand basin

**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.

## 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:

- sauce pots stored in the saladette were being held above 8°C for more than four hours

**Information** All food products should be stored in accordance with the manufacturer instructions. For example, I found sauces were being stored at room temperature when the manufacturer instruction is that they should be refrigerated once open

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

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

**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.

## Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- numerous food products were found to be past their use-by dates

**Legal Requirement** Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

## 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:

- sauces and other food products were not labelled

## **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:

- freezer and fridge door seals
- behind and underneath the kitchen equipment

**Contravention** The following items could not be effectively cleaned and must be covered, made non-absorbent or replaced:

- top of the chest freezer lid

### **Cleaning of Equipment and Food Contact Surfaces**

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

- fridge and freezer door seals

### **Cleaning Chemicals / Materials / Equipment and Methods**

**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.

### **Maintenance**

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

- chest freezer handle
- freezer lids
- floor surfaces damaged
- kitchen wall tiles were damaged, with some broken, chipped, holed, un-grouted or missing

### **Pest Control**

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

- no fly screen was provided to the kitchen window
- no electric fly killer was provided in the kitchen

### **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. **(10)**

#### **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:

- maintenance is poor
- cleaning

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

- opening and closing checks
- 4 weekly sign off checks
- cooking
- cleaning

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

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

- training records / supplier lists
- daily diary
- display of chilled food
- 4 weekly sign off checks

#### **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.

#### **Allergens**

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

- You have not identified the allergens present in the food you prepare
- the sauce pots were not adequately labelled. The labels must include the name of the food and a full ingredients list, with any of the 14 regulated allergens clearly emphasised.

**Legal Requirement** Caterers must provide allergy information on all un-packaged 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](http://www.norfolk.gov.uk/abc)

**Legal Requirement** Any business that produces PPDS food is required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list. [www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds](http://www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds)

**Guidance** Pre-packed 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.

## **HEALTH & SAFETY**

### **Slips Trips and Falls**

**Contravention** The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall:

- kitchen floor panel was loose and lifting away from the flooring

### **Electrical Safety**

**Contravention** The following matters indicated that the fixed electrical system had not been constructed and/or maintained so as to prevent, as far as reasonably practicable, danger:

- the plug sockets in the basement were damaged and loose