

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Royal Grill House
Address of food business:	351 Aylsham Road Norwich ,NR3 2RX
Date of inspection:	19/08/2026
Risk rating reference:	26/00614/FOOD
Premises reference:	25/00287/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	Training Certificates/records, SFBB, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Takeaway

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
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 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 ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or un-washed fruits and vegetables:

- cardboard boxes in the chiller with prepared foods
- vermicelli for desserts in freezer next to raw chicken. Although wrapped raw and ready to eat items should be stored apart
- no probe wipes for use with the probe thermometer
- scoops left laying in dry items like rice

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 degrees C for 15 seconds) between uses.

Guidance The FSA (visit 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.

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.

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

Hand washing

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.

Information Hand washing is required:

- * before handling ready-to-eat food
- * after touching raw food and its packaging, including unwashed fruit and vegetables
- * after a break/smoking
- * after going to the toilet
- * after cleaning
- * after removing waste
- * after blowing your nose

Observation I was pleased to see hand washing was well managed.

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, although aprons were then put on

Legal Requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

Temperature Control

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

- the rice cooker was holding rice at 67 degrees C and the rice had been cooked for 40 minutes already. If being held hot, food must remain at above 63 degrees C, or used within 2 hours. I was concerned temperature may drop and that rice would not be used in 2 hours. Please regularly monitor this.
- cooked chicken was in the oven at 37 degrees C. This temperature is perfect for bacterial growth. Either maintain the chicken at a temperature above 63 degrees C, or use within 2 hours.
- ideally the chicken should be removed from the oven, cooled and placed in the fridge until needed.
- hot foods, for service, were kept below 63°C for over 2 hours, such as in the bain marie.

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 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.

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)

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 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:

- hand contact surfaces such as light switches and door handles

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

- mdf or chipboard shelves to the front counter

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 colour-coded equipment on which to prepare food.

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.

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.

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.

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.

Maintenance

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

- repair the wall and ceiling in the rear preparation room where there appears to have been a leak in rear preparation room
- investigate flaking wall paint in rear preparation room where there is possible damp
- repair the split and lifting altro type floor in the rear preparation room, near the ramp

Facilities and Structural provision

Observation I was pleased to see adequate facilities have been provided.

Pest Control

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

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)**

Type of Food Safety Management System Required

Information Food Crime is on the increase, starting with illegal slaughter of animals without proper controls through to adulteration of food.

We would encourage all businesses to think about and strengthen their procedures to combat this. The Food Standards Agency and The National Food Crime Unit (NFCU) have produced useful information to support businesses, and to enable them to self-assess their resilience. Please follow this link: www.food.gov.uk/business-guidance/food-crime-guidance-for-businesses

It would be useful to record that you have done this and followed up on any areas where you may be weak as this will be useful for any due diligence defence.

Observation You have a SFBB pack but are not using it fully as detailed below.

Information As you are a new business you are permitted the flexibility of extra time to get your food safety management system up to the minimum legal requirements. You must act on this now as your food hygiene rating score may be reduced to a maximum of 1 if the food safety management system does not fully meet the legal standard by the time of the next statutory inspection.

The absence of complete documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Food Hazard Identification and Control

Contravention The control methods you have put in place at the following critical control points are not sufficient:

- methods of control at critical points such as cooling and hot holding

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

- cross-contamination
- cooking
- cleaning
- chilling

In addition the diary pages had lapsed for the last couple of weeks, and must be used.

Proving Your Arrangements are Working Well

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.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

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.

Observation Policies were in place to prevent any infected food handler from contaminating food.

Waste Food and other Refuse

Observation Your bin lid was up and could not be closed due to a missed collection. Please ensure waste is now collected regularly.

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 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
- you have not identified the allergens present in the food you prepare

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 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 Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf

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.