

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Turkuaz Restaurant
Address of food business:	2 - 3 Tombland, Norwich, NR3 1HE
Date of inspection:	01/09/2026
Risk rating reference:	26/00628/FOOD
Premises reference:	23/00335/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Pest Control Report, Cleaning Schedule, SFBB, Temperature Control Records, Training Certificates/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
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 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:

- some fish in the freezer was not covered
- damaged equipment is in use that could shed broken particles (worn chopping boards and dishwasher trays)

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.

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.

Recommendation Empty sacks or large bags of dried foods into lidded containers to reduce spills (remembering to clean containers before re-filling).

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

Hand washing

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

- there was food debris (lemon slices) in the wash hand basin in the bar area
- the hot water was too hot for comfortable hand washing in the kitchen
- no means for hygienically drying hands was available

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

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.

Recommendation The designated wash hand basin in the bar area was being used for other purposes, with lemon slices observed in the sink. Consider replacing the existing sink with a 1.5 bowl sink to provide separate facilities for hand washing and food-related tasks, reducing the risk of cross-contamination and supporting effective hygiene practices.

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.

Personal Hygiene

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

Temperature Control

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

- sauces were being stored at room temperature

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

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

Recommendation Put a fridge thermometer in each of your fridges or chillers. These will give you an independent reading of the air temperature inside the unit.

Recommendation Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature of the food.

Observation The saladette was operating at a satisfactory temperature at the time of inspection and is used only to hold small quantities of food for immediate service over a short period.

Observation I was pleased to see you were able to limit bacterial growth and survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

Unfit food

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

- fillet steaks dated 13/08/2026, 20/08/2026 and 24/08/2026
- double cream dated 29/08/2026

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

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:

- date coding was not being applied consistently to food items
- no system was in place to record the dates on which foods were frozen or defrosted
- a container of mashed potato was found to have exceeded the stated date mark

Observation A vacuum packing machine is available on the premises but is not currently in use. You have advised that, should it be used in the future, it will be used for raw foods only.

Recommendation If vacuum packing is introduced, ensure suitable procedures are in place, including clear controls on use, storage times, labelling, and staff training, to maintain food safety.

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:

- wash hand basin
- walls particularly behind food preparation surfaces
- hand contact surfaces such as light switches and door handles
- floor wall junctions
- ceiling
- door between the kitchen and the bar area
- work top
- equipment wheels

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

- split fridge seals

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:

- fridge and freezer handles and seals
- utensils (peelers)

Cleaning Chemicals / Materials / Equipment and Methods

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.

Recommendation Disinfect equipment and utensils after cleaning with a suitable sanitiser.

Observation I was pleased to see 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:

- paint work worn or peeling (mainly in the bar area)
- some wall surfaces and woodwork damaged
- floor surfaces damaged in the bar area
- tiles are broken, holed, chipped un-grouted or missing

Observation I was pleased to see some maintenance tasks had been completed since the last inspection.

Facilities and Structural provision

Observation I was pleased to see that adequate facilities had been provided.

Pest Control

Contravention There is evidence of pest activity on the premises:

- a number of flies were observed in the kitchen (an electric fly killer was available but it had not yet been installed)

Recommendation Install the electric fly killer in a suitable position away from natural light sources and food and food preparation surfaces and keep it clean.

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises.

Observation Following identified pest activity, a pest control contractor was engaged and entry points were sealed.

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

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. You have a satisfactory track record. 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

Observation Your SFBB was in place and the diary was being used.

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 The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- maintenance requires improvement in places
- cleaning requires improvement

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:

- cleaning schedule
- 4-weekly checks

Recommendation Ensure the daily diary is used to record any issues identified and corrective actions taken. For example, the recent pest control visit had not been documented.

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.

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.

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

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

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

Recommendation Review your allergen matrix to make sure it is up to date.

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.