



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Hot Grill Kebabs and Pizza
Address of food business:	28 Bishop Bridge Road Norwich NR1 4ET
Date of inspection:	28/03/2018
Risk rating reference:	18/00556/FOOD
Premises reference:	16/00195/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen
Records examined:	Training certificates / records
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 0 - urgent improvement is necessary



Food Hygiene Rating Re-Scoring Visit

Date 7 June 2018

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.

Your Food Hygiene Rating is 4 – a good standard



I was pleased to see that you had complied with most of the contraventions brought to your attention on your hygiene inspection on the 28 March.

However the following issues were seen

- the wash hand basin was being obstructed by washing up. Wash hand basins must be kept free of obstruction and available to use at all times
- eggs were being stored at the top of the fridge. Eggs should be stored at the bottom of the fridge so they cannot cause a cross contamination problem. I was pleased to see that these were moved in my presence
- your food hygiene certificate was dated 23.3.1999. It is recommended that you refresh your food hygiene training every 3 years

1. Food Hygiene and Safety

Food Hygiene standards are poor and there is major non-compliance with legal requirements which have lead to significant risks to food safety. You are failing to apply many of the controls needed to prevent cross-contamination. 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. **(Score 20)**

Contamination risks

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.

Contravention The following exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with E.coli 0157 and/or other pathogenic bacteria from raw meat or unwashed raw vegetables:

- same single set of tongs used to flip nearly raw and cooked burgers
- you rearranged raw burgers from being near eclairs to next to a box of salad, showing poor understanding of raw and ready to eat food separation
- in the under counter chiller an open box of kofti kebab was stored next to a bag of cheese slices
- a bag containing raw burgers and also bacon, was placed on the worktop directly next to a green board and where pizza was made. After this the area was only wiped with a fabric cloth, and canned drinks and a delivery box waiting for chicken placed in same location
- a box of raw chicken was placed in the same location, the lid placed on the worktop, and then the underside of the box and worktop wiped with the same fabric cloth used to wipe after the bag of burgers had been there
- the same tongs used on the cooked burgers were also used to get raw chicken from the box onto the griddle
- a box of open raw burgers seen in the upright chiller stored above an open box of tomatoes and next to a tub of greek yogurt and boxes of eclairs
- red handled tongs were used to handle cooked chicken from the fryer

Guidance Equipment / utensils / dishes / wrapping materials etc. used for ready-to-eat foods are not to be stored in open storage (i.e. a storage area that cannot be closed) or underneath a worktop where preparation of raw foods is undertaken, as this could lead to cross-contamination.

Recommendation Canned drinks are stored in the under counter commercial chiller. I recommend you move them to another location and use the space to store high risk foods as space is limited. You could then separate out raw and ready-to-eat foods better.

Contravention You did not have a dishwasher and could not demonstrate effective heat disinfection of food equipment and utensils used for both raw and ready-to-eat (RTE) foods. Undertake the following work:

- provide separate tongs and other utensils for use with either raw or ready-to-eat food. These should be identified by different styles or colour (red equipment is normally used for raw meat) and must be washed and stored separately.

Information The Food Standards Agency (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 and other bacteria through:

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

Hand-washing

Observation Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

Recommendation Locate the paper towel in the wall mounted dispenser.

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:

- the delivery driver was handling food and was not wearing washable overclothes

Temperature Control

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

- cooked chicken had been left at ambient (room) temperature to cool for over 5 hours. Cooked food should be cooled as quickly as possible and should ideally be transferred to a fridge within 1.5 hours.
- cooked chicken was covered partially by cling film, this stops it from cooling quickly. I recommended you cover with a food grade net to allow air circulation.
- you did not have a probe thermometer and were therefore unable to monitor critical temperatures. Provide a probe thermometer.

Observation/Legal requirement The bain marie was only just at 63°C. 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°C continuously or it must be served within 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 or discarded.

Legal Requirement If you rely on selling hot food within 2 hours rather than keeping it at or above 63°C, you must be able to demonstrate your system for ensuring food is either sold or placed under refrigeration or discarded, before the 2 hours have elapsed.

Unfit food

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

- 2 out of 3 boxes of Tesco chocolate eclairs, which you advised were for business use had use by of 24.3. These were 4 days out of date.

Poor Practices

Observation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration

- under counter chiller muddled and untidy
- shell eggs stored at room temperature
- no date coding, ie portioned desserts

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 led to significant risks to food safety. Major improvements are needed in the standard of repair and maintenance of the premises. 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. **(Score 20)**

Cleaning of Structure

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

- floor dirty behind and under equipment
- walls dirty such as under window
- window frame
- dirty mildewed mastic to rear sink

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

- in the lower kitchen the lino floor was loosely laid as a sheet and curved up the walls not being secured/fitted in place.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding:

- hand contact surfaces to fridge doors

Cleaning Chemicals / Materials / Equipment and Methods

Observation You had a sanitiser which meets the recommended British Standards, and you were aware of the contact time.

Recommendation

- Use disposable paper wipes for cleaning and mopping up spillages
- Store items such as mops and buckets in an area, room or cupboard separate from a food preparation or storage area so that the risk of food contamination is minimised

Maintenance

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

- peeling paint and loose plaster to the ceiling above the main cook area where a strip light has been removed
- concreted area of floor to raised area of kitchen broken and cracked and cannot be cleaned
- broken glass to window to left pizza oven, which also makes the premises not vermin proof
- rotten frame to rear window

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention You currently do not have a food safety management system such as Safer Food Better Business. As a consequence you could not demonstrate an effective system for managing food safety hazards.

Information The absence of any documentation has resulted in a poor score for confidence in management and this has had a negative effect on your food hygiene rating.

Information You can download or buy a copy of the Safer Food Better Business catering pack and refill diary pages online visit www.norwich.gov.uk/sfbb for details. If you need help filling in the Safer Food Better Business pack I recommend you attend our Safer Food Better Business workshop, you can book a place at www.norwich.gov.uk/foodsafetytraining

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- cleaning and sanitation are poor
- maintenance is poor
- staff hygiene and training is inadequate
- pest control is inadequate
- the premises structure is unsuitable
- food handling practices are poor.

Contravention The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- temperature control poor
- inadequate separation of raw and ready to eat foods.

Traceability

Contravention You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate:

- some delivery slips do not have the name of the business where meat has come from on them. You advised me verbally. Ensure you keep detailed receipts.

Waste Food and other Refuse

Contravention The following evidence indicated that waste food was not being disposed of appropriately:

- bagged waste is collected, you have no bin. You were not able to tell me the name of the contractor and had no paperwork. Please have this available when I revisit.

Legal Requirement The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

Legal Requirement You have a duty of care to:

- Ensure that the person who takes control of your waste is licensed to do so.
- Take steps to prevent it from escaping from your control.
- Store it safely and securely.
- Prevent it from causing environmental pollution or harming anyone.
- Describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else.

Training

Contravention The following evidence indicated there was a staff training need:

- practices seen were poor
- the Basic Food Hygiene certificate was from 23.3.1999

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

Recommendation

- A Level 2 Award in Food Safety in Catering or its equivalent would be appropriate for your food handlers.
- Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice.

Information We offer the Award in Food Safety in Catering for details visit www.norwich.gov.uk/foodsafetytraining

Infection Control / Sickness / Exclusion Policy

Contravention The following evidence suggested 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:

- you were not aware of the need to stay off work for 48 hours, and said 24 hours

Guidance Public Health England 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.

Allergens

Contravention The following evidence indicated that you did not have controls in place to manage allergens:

- You have not yet identified the allergens present in the food you prepare.
- You have not properly informed your customers about the presence of allergens in the food you prepare.

- You have not warned your customers about the potential for cross-contamination with allergens.

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. The potential for cross-contamination by allergens must also be made known to consumers. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid