



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	O' Yes Kebab
Address of food business:	560B Dereham Road Norwich NR5 8TU
Date of Re-rating inspection:	02/04/2019
Risk rating reference:	19/00117/FOOD
Premises reference:	04910/0560/B/000
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	SFBB, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fast food take away serving local community

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

Food hygiene Rating Re-scoring visit

Date: Tuesday 2nd April 2019

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

Your revised Food Hygiene Rating is 4

Your Food Hygiene Rating is 4 – a good standard



The following matters have improved since the previous inspection:

- Deep clean of premises
- Food equipment cleaned
- Purchased new freezer to replace damaged one
- Soap and paper towels at all wash hand basins
- New stainless steel cabinet fitted that was previously constructed of wood
- New stainless steel metal plate fitted to entrance to walk in freezer
- No out of date foods-staff retrained
- Purchased new dedicated food containers
- Removed all non-food business items from premises
- New fridge and freezer seals fitted
- Gas installation serviced
- Painted/sealed wood surfaces
- Chopping boards now placed in purchased racks
- Lids purchased/acquired for food containers.
- Daily diary pages in SFBB pack now up to date and completed well
- Walk-in freezer door repaired

Matters still needing attention:

- High level cleaning in rear food/drink store as cobwebs seen
- Wash hand basin in main counter area was obstructed by the large heavy pizza oven.
- Rear door open allowing possible access by pests
- Your food safety management system (SFBB) still requires improvement. There was no record of staff receiving training on your food safety procedures. Blank Safe Method record sheets and cleaning schedule not filled in. You also have two SFBB packs which need to be amalgamated to one easily to follow pack.

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 1 - major improvement is necessary



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.
(Score 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:

- Washed chopping boards stored together/touching drying behind taps i.e. red (raw meat) and green (vegetables).
- Uncovered foods in main kitchen

Hand-washing

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

- No soap was available to wash hand basin in staff WC lobby
- No means to dry hands to dedicated wash hand basin in main food preparation area. Checking for adequate soap and paper towels to wash hand basins is an opening check in the daily diary pages. Soap was purchased when I brought this

- to staff attention
- The main dedicated wash hand basin was obstructed by a large pizza oven. Hand washing was not possible. The unit had to be moved away from the dedicated wash hand basin to be able to wash my 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.

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

Information 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

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

Unfit food

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

- Some foods i.e. meatballs were found past the indicated 'Use by' date. I was informed that they had just been defrosted and should have had a label to indicate when frozen and defrosted. There were also the same items frozen in bulk freezer also past the 'Use by' date which did not have a label when frozen

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. **(Score 10)**

Cleaning of Structure

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

- Floor/wall junctions
- Around feet to equipment where they meet the floor
- Behind and under equipment
- Hand contact surfaces such as light switches and door handles
- Power sockets
- Grease spots to wall behind oil containers
- High level cleaning in outside store as cobwebs were seen
- Gap to lino floor where meets base of walk in freezer
- Panel to gas extraction system was dirty
- Base of pizza oven tray was very dirty. You need to increase frequency of cleaning to pizza oven
- Food containers

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

- Cardboard on the floor in rear food room. The cardboard was also creating a risk of staff snagging the cardboard with the office chair and falling over
- Bare brickwork to wall above door in rear store room

Observation Remove clutter from above walk in freezer to facilitate easier cleaning and to be able to check for signs of pests

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- Fridge shelving
- Freezer drawers and base to freezers

Cleaning Chemicals / Materials / Equipment and Methods

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

Maintenance

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

- Rust to shelving in rear storage area
- Damaged drawers to built under freezers
- Damaged display panel to bulk freezer
- Missing fluorescent tube lights in rear store room
- Worn floor in rear store room near entrance to walk-in freezer
- Rust to base of exterior door to freezer
- Rust to feet of equipment

- Damaged/ill-fitting door to main walk-in freezer. This likely accounted for large build up ice to the freezer ceiling

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- Lighting was very poor from rear door to entrance to rear store. There is a risk of staff tripping or injury due to working in low light levels

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

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

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

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

- Staff training records not completed
- Suppliers list not completed
- Cleaning schedule not completed. This may have accounted for poor cleaning in certain areas. Ensure all areas that need to be cleaned are listed with a suitable frequency and cleaning method with a specified cleaning chemical

Proving Your Arrangements are Working Well

Contravention The following matters are needed in order to demonstrate your food safety management system is working as it should:

- You must train all staff on your completed Safe methods and record this in the staff training records. A staff member informed me they had worked here many years but there was no record of him receiving training on your Safe methods and food safety procedures.
- No completed daily diary pages since August 2018. Without any supporting

written evidence i.e. completing daily diary pages you have no evidence or proof that you have followed your Safe methods and producing safe food. You must complete the 'daily diary' pages. Staff must also be trained on why they need to complete 'opening and closing checks' and you must ensure they are being followed. If you do not do them yourself then delegate a suitably trained staff member to do them. Had the 'opening and closing checks' been done properly on the day of my inspection then soap and means to dry hands would have been available and purchased when found missing.

- Many items raised in this report were also mentioned in the last inspector's inspection report i.e. no means to dry hands at wash hand basins, daily diary pages not filled in, staff training records and suppliers list not completed.

Training

Observation I was pleased to see a food hygiene certificate displayed on the wall

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

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided upfront, clear signposting to where this information could be obtained must be provided.

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

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

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.

Recommendation Add allergy information to your menu

Slips, Trips and Falls

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

- Poor/inadequate lighting from rear door into rear storeroom
- Cardboard under chair in rear food preparation area

As a matter of urgency arrange for an inspection to be carried out by a registered Gas Safe engineer who will ensure the gas appliance, installation pipework or flue is working safely **(Contravention)**.

The registered Gas Safe engineer will often issue a certificate which you should keep to show your gas system is safe. It's important to get your appliances regularly serviced to make sure they are working efficiently and safely.