



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Star Grill
Address of food business:	291B Aylsham Road Norwich NR3 2RY
Date of inspection:	28/03/2019
Risk rating reference:	19/00305/FOOD
Premises reference:	18/00300/FD_HS
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:	Pizza & kebab 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

### 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
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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.  
**(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:

- Old worn fraying tape to counter top above open foods at main counter
- Uncovered foods at on pizza make up table i.e. mushrooms and cheese
- Uncovered foods in bulk freezers

#### Temperature Control

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

## **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 equipment feet
- Behind and under equipment
- Electric fly killer and tray
- High level cleaning
- Walls particularly behind food preparation surfaces
- Ceiling
- Hand contact surfaces such as light switches and door handles
- Mastic joints behind sinks
- Rear store room, walls, floor and ceiling

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

- Chipped/dented wooden architrave
- Cardboard on floor behind main counter

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

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

- Fridge and freezer seals
- Hand contact surfaces

### **Maintenance**

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

- Wall surfaces
- Peeling paint
- Broken, chipped or missing floor tiles
- Broken rear door
- Damaged/missing handles to bulk freezers in rear store room

### Facilities and Structural provision

**Contravention** The following facilities were inadequate and must be improved:

- No easily available wash hand basin at main counter area

### Pest Control

**Contravention** The following facilities were inadequate and must be improved:

- Large gap above redundant walk-in fridge in rear yard which can allow access by pests i.e pigeons into the rear bulk fridge and freezer covered area

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

**Recommendation** Provide deterrent measures such as spikes and netting to discourage birds from roosting near food rooms.

**Recommendation** Employ the services of a pest controller.

### **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. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### Proving Your Arrangements are Working Well

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

- Training records / supplier lists
- Maintenance / pest control
- Personal hygiene / hand washing
- If a safe method is not relevant for your food business operation write n/a not applicable. Do not leave it blank.

### Traceability

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

### 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** 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