



**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                  |  |
|----------------------------------|--|
| Name of business:                | Topkapi Kebab House                                  |
| Address of food business:        | 35 Cattle Market Street<br>Norwich<br>NR1 3DY        |
| Date of inspection:              | 30/03/2019   |
| Risk rating reference:           | 19/00315/FOOD  |
| Premises reference:              | 03160/0035/0/000                                     |
| Type of premises:                | Food take away premises                              |
| Areas inspected:                 | All  |
| Records examined:                | SFBB, Cleaning schedule, Temperature control records |
| Details of samples procured:     | None   |
| Summary of action taken:         | Informal   |
| General description of business: | Burger, kebabs and pizza 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 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**

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

**Observation** See poor practices

#### **Hand-washing**

**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:

- not wearing suitable protective clothing

**Observation** You put on your apron after I arrived.

## Temperature Control

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

- sauce in the fridge was 11°C

**Observation** I accepted that the upward temperature variation may have been due to the fridge door having been opened and closed frequently.

**Observation** You were adjusting the thermostatic temperature control in the fridge in order to prevent food freezing but were not monitoring the temperature of this unit sufficiently.

## 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:

- bags of frozen chips placed directly on the floor
- pizza boxes stacked on the floor
- cardboard on the floor

## **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. **(Score 5)**

### Cleaning of Structure

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

- electric fly killer and tray

**Observation** The kitchen had been well maintained and the standard of cleaning was good.



## Cleaning Chemicals / Materials / Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- Your surface sanitisers are not to BS EU 1276:1997 13697:2001 Standards

**Guidance** Look for the BS EU numbers above on any sanitiser label.

## Maintenance

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

- broken, chipped or missing floor tiles

## **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Food hazards are understood properly controlled managed and reviewed. Your records are appropriate and generally maintained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

### Type of Food Safety Management System Required

**Observation** You were using Safer Food Better Business (SFBB) as your food safety management system.

### Food Hazard Identification and Control

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

- cleaning - list your cleaning chemicals in the appropriate box in the SFBB pack

### Proving Your Arrangements are Working Well

**Observation** The diary sheets in your SFBB pack were not dated correctly and did not correspond with the day of the week when the diary entry was made. Try and observe the correct days when making entries.

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.



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

- daily diary not filled in twice a day as opening and closing checks are completed
- evidence the diary is completed retrospectively
- not calibrating your probe thermometer as suggested in the SFBB pack

**Observation** I was pleased to see you were occasionally recording cooking temperatures.

## Allergens

**Contravention** You are failing to manage allergens properly:

- you have not identified the allergens present in the food you prepare
- you do not have a system for informing customers about the presence of allergens in the food you prepare
- you are not informing customers about the risk of cross contamination with allergens

**Legal requirement** The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you are unaware of any allergens 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** Food manufacturers must now label allergy causing ingredients on their pre-packed foods so be sure to include these if you use these products as ingredients in your food. You can obtain more information from the Trading Standards website [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)















**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.

**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](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)




#### DISHES AND THEIR ALLERGEN CONTENT

(Note – Please state the name of the cereal(s) containing gluten\*\* in that column AND/OR the name of the nut(s)\* in that column)

| DISHES               |  Celery |  Cereals containing gluten** |  Crustaceans |  Eggs |  Fish |  Lupin |  Milk |  Molluscs |  Mustard |  Nuts* |  Peanuts |  Sesame seeds |  Soya |  Sulphur dioxide |
|----------------------|--|---|---|--|--|---|--|--|---|---|---|--|--|---|
| Tuna Salad [example] | ✓  |   |   | ✓  | ✓  |   | ✓  |  | ✓   |   |   |  |  |   |
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Review date:

Reviewed by:

 You can find the template including more information at [www.food.gov/allergy](http://www.food.gov/allergy)

**Information** Advise your customers how to get allergen information. You can display a sign saying:

ASK OUR STAFF ABOUT ALLERGENS.

.....  
We try our best but we cannot guarantee any particular for is free of food 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 up-front, clear sign-posting to where this information could be obtained must be provided.

**Information** The 14 allergens you need to declare are:

- celery
- cereals containing gluten – including wheat, rye, barley and oats
- crustaceans – such as prawns, crabs and lobsters
- eggs
- fish
- lupin
- milk
- molluscs – such as mussels and oysters
- mustard
- tree nuts – including almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts
- peanuts
- sesame seeds



- soybeans
- sulphur dioxide and sulphites (if they are at a concentration of more than ten parts per million)