



Public Protection (food & safety)

Food Premises Inspection Report

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|----------------------------------|---------------------------------------|
| Name of business: | Hot Grill Kebab And Pizza |
| Address of food business: | 28 Bishop Bridge Road Norwich NR1 4ET |
| Date of inspection: | 09/05/2022 |
| Risk rating reference: | 22/00312/FOOD |
| Premises reference: | 20/00001/FD_HS |
| Type of premises: | Food take away premises |
| Areas inspected: | Basement, Servery, Main Kitchen |
| Records examined: | SFBB |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Kebab/pizza/burgers 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** .

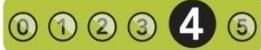
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

Food Hygiene Rating Re-Scoring Visit

Date: 20 July 2022

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 revised Food Hygiene Rating is 4 – a good standard



Inspectors notes:

Observation I was pleased to see that the contraventions below had been complied with

- You now have separate food storage containers and tongs for use with raw and ready-to-eat foods
- The grill to the bottom of the double door upright fridge had been replaced
- Interior to the bottom of the double door upright fridge had been repaired
- Downstairs storeroom had been repainted
- Mastic to the washing up sink had been replaced
- Wooden containers storing food had been replaced with plastic ones
- Bare wooden structure had been painted
- The premises had been cleaned to a high standard
- Missing filters to the extraction system had been replaced
- The Safer Food Better Business pack was on site and up to date

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

- Chest freezer in the downstairs storeroom. You informed me that you intended to replace this

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 2 - improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

Contamination risks

Contravention You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods.:

- storage containers
- tongs

Guidance The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 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.

Recommendation Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

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:

- food handlers were wearing watches

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.

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::

- storing cheese beyond 'best before' date of 4/5

Guidance It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed it's 'best before' date could be of a reduced quality so you must check it is OK before you use it

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

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

- floor/wall junctions
- around equipment feet
- flooring underneath equipment
- walls
- cobwebs seen to walls in downstairs storeroom
- walls to downstairs storeroom
- mastick to wash hand basin
- wooden ledge to flooring
- wooden structure to servery

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

- untreated mdf or wooden shelving
- untreated mdf or wooden structure to servery

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- build up of ice to chest freezer
- hand contact surfaces
- electric sockets
- light switches
- microwave
- dirty water to mop bucket
- interior to double door fridge
- unit underneath wash hand basin
- waste bin

Contravention The following equipment in contact with food could not be cleaned and require discarding:

- mdf containers used for storing food i.e cabbage and onions. Use lidded plastic containers which can be easily cleaned

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:

- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Recommendation I recommend that items such as mops, buckets and brooms are stored 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 had not been suitably maintained and must be repaired or replaced:

- missing grill to front of double door fridge
- chipped interior top to chest freezer
- peeling paint to walls in downstairs storeroom

Facilities and Structural provision

Contravention Filters were missing from their position in the canopy. Appropriate filters must be installed immediately to reduce nuisance from odours and avoid grease accumulation in inaccessible parts of the ducting

Pest Control

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

Type of Food Safety Management System required

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence, you could not demonstrate an effective system for managing food safety hazards. However this was made available on my return the following day

Legal requirement Your food safety management system must be available on site so that your staff can refer to procedures and record checks daily

Information I have attached Turkish food safety sheets for your attention

Proving Your Arrangements are Working Well

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

- cross contamination/ physical or chemical contamination
- personal hygiene / handwashing
- cleaning / clear and clean as you go

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

Contravention The following evidence indicates there is a staff training need as food handlers:

- were not cleaning properly as standard of cleaning was poor
- using poor food storage practices as same food containers and tongs used for raw and ready-to-eat foods

Infection Control / Sickness / Exclusion Policy

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.