



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	H S BBQ
Address of food business:	195 Drayton Road Norwich NR3 2PG
Date of inspection:	30/11/2022
Risk rating reference:	22/00661/FOOD
Premises reference:	20/00004/FD_HS
Type of premises:	Food take away premises
Areas inspected:	External Store, Main Kitchen
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fast food 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 2 - 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:

- raw foods i.e burgers were being stored above ready-to-eat foods (rte) i.e baps and pitta bread in the fridge and next to rte sauces in the display fridge
- same tongs were being used for raw and rte foods on the griddle

Contravention You could not demonstrate effective disinfection of equipment and utensils used for both raw and ready-to-eat foods, either by heat or an adequate

dishwasher cycle. Separate equipment and utensils must be provided. Such equipment should be easily identifiable (e.g. colour coded) and must be stored and washed separately.:

- you do not have a dishwasher and you are not using an adequate heat disinfection step after washing up equipment and utensils

Contravention You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging.:

Guidance If adequate heat disinfection (such as a dishwasher or plunge sink) is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) and must be stored and washed separately.

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.

Information The FSA 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
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soil contaminated vegetables.

Visit: www.food.gov.uk for more information

Recommendation Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Hand-washing

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

- staff were not seen washing their hands when I visited
- the drainage to the wash hand basin was inadequate

Legal requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

Information Handwashing is required:

- * before handling ready-to-eat food
- * after touching raw food and its packaging, including unwashed fruit and vegetables
- * after a break/smoking
- * after going to the toilet
- * after cleaning
- * after removing waste
- * after blowing your nose

Information Proper hand-washing is essential in preventing the spread of E. coli 0157 and other harmful bacteria onto food and food contact surfaces. Proper hand washing must include the following steps:

- * Wet hands before applying soap
- * Good hand rubbing technique
- * Rinsing of hands
- * Hygienic drying

Recommendation Checking that soap dispensers are full and that you have sufficient towels should be made one of your opening checks

Recommendation Install a wall mounted towel dispenser

Recommendation After washing hands food handlers should turn off the taps using paper towels to prevent recontamination of their hands

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:

- staff were not wearing suitable protective clothing

Legal requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

Unfit food

Contravention Cooked rice was being kept for longer than 24 hours. Cooked rice must be refrigerated to below 8°C and used or thrown away after 24 hours.:

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:

- carrots were being stored beyond their 'Best before' date of 17/11
- uncovered foods stored in the walk-in fridge
- do not store food on the floor of the walk-in fridge as this restricts air circulation

Guidance It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed its '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:

- flooring behind and under equipment
- skirting boards
- pipework

Recommendation Do not use cardboard on floor surfaces, as the floor cannot be kept clean. (If floor surfaces are slippery then action should be taken to improve the non-slip property of the floor surface and the type of shoes worn by staff should be reviewed)

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- blade to table top can opener
- interior ceiling fan in fridge
- interior ceiling to microwave
- stainless steel lid to table top pizza fridge
- food storage container storing cheese slices
- electric fly killer and tray
- storage container storing flour

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:

- badly worn scourer

Maintenance

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

- wash hand basin loose to wall
- poor drainage to wash hand basin
- leaking pipes to wash hand basin
- broken food storage containers
- split seals to fridges
- shelving to fridge
- flaking paint to windosill

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- the drainage to the wash hand basin is deficient

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)**

Safer Food Better Business/Food Safety Management System that works

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- staff SFBB training records

Training

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: www.norwich.gov.uk

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

Allergens

Contravention You are failing to manage allergens properly:

- You have not adequately labelled the foods you are prepacking for direct sale to your customers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised

Legal Requirement Food manufacturers must label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices you use will contain mustard which your customers will need to be made aware of.

Guidance Prepacked for direct sale or PPDS is food that is packaged at the same place it is offered or sold to consumers and is in this packaging before it is ordered or selected. It can include food that consumers select themselves, as well as products kept behind a counter and some food sold at mobile or temporary outlets.

Information Foods 'pre-packed for direct sale' are foods that you package and then sell on the same premises or local sites trading under the same name (e.g. sandwiches or salad boxes).

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

Observation on a return visit I was pleased to see that the wash hand basin had been fixed and the leak had been addressed, the premises had had a deep clean, you had purchased a new Safer Food Better Business pack and had filled it in.