



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Istanbul Kebab
Address of food business:	71 Knowland Grove Norwich NR5 8YD
Date of inspection:	14/04/2023
Risk rating reference:	23/00361/FOOD
Premises reference:	21/00266/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Prep Room, Main Kitchen, Servery, Storeroom
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hot 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	<b>5</b>	10	15	20	25
Structure and Cleaning	0	<b>5</b>	10	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30

  

<b>Your Total score</b>	0 - 15	<b>20</b>	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	<b>10</b>	10	15	20	-

  

<b>Your Rating is</b>	5	<b>4</b>	3	2	1	0
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Your Food Hygiene Rating is 4 - a good standard



## **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** 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:

- Damaged food storage container lid.

### **Hand-washing**

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

- Although there was wash hand basin located in the rear food preparation area, there was no wash hand basin provided for food handlers working within the front of house food preparation area.

**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.

**Information** You informed me that you were waiting for a contractor to attend your premises in order to install a wash hand basin within the front of house food preparation area. As discussed, a follow up visit will be carried out by an officer from the Environmental Health Department to confirm installation of the wash hand basin.

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

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

## **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:

- Behind and under equipment.

### 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** You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

### Maintenance

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

- Tiles are broken, holed, chipped ungrouted or missing.
- Silicon sealant damaged.
- Missing wall tiles above door frame.

**Information** You have recently taken over the running of the food business and I noted that some maintenance/repair work are still being undertaken. Please ensure any repairs/maintenance comply with food hygiene legislation.

### Facilities and Structural provision

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

- The grease filters were missing from the canopy.
- Defrost freezer.

### 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** You currently do not have a food safety management system. Implement a bespoke HACCP system covering the higher risk activities not covered in Safer Food Better Business (SFBB):

**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.

**Information** As you are a new business you are permitted the flexibility of extra time to get your food safety management system up to the minimum legal requirements. You must act on this now as your food hygiene rating score may be reduced to a maximum of 1 if the food safety management system does not fully meet the legal standard by the time of the next statutory inspection.

**Recommendation** Contact us for details of our Safer Food Better Business workshops on 01603 989600 or visit our webpage [www.norwich.gov.uk/foodsafetytraining](http://www.norwich.gov.uk/foodsafetytraining)

**Recommendation** Choose Safer Food Better Business as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

**Recommendation** You can buy a printed copy of Safer Food Better Business or a diary refill pack via our website [www.norwich.gov.uk/sfbb](http://www.norwich.gov.uk/sfbb)

### Food Hazard Identification and Control

**Information** Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

### Traceability

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

### Infection Control / Sickness / Exclusion Policy

**Guidance** UK Health Security Agency 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.

### 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 aware of the food safety management system.

**Information** You can obtain a list of the training courses we provide on our website [www.norwich.gov.uk](http://www.norwich.gov.uk)