

## Public Protection (food & safety)

### Food Premises Inspection Report

Name of business:	Prime Steakhouse
Address of food business:	30 - 32 St Giles Street Norwich NR2 1LL
Date of inspection:	10/03/2025
Risk rating reference:	25/00227/FOOD
Premises reference:	22/00208/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen
Records examined:	FSMS, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant

### 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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

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:

- raw foods i.e eggs stored next to ready-to-eat foods i.e cheese in the walk-in fridge
- blue cutting board was badly scored and needs replacing
- scourer badly worn

**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.

#### Hand-washing

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

- it takes a long time for hot water to be produced at the wash hand basin tap

#### 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

#### Temperature Control

**Recommendation.** It is good practice to check the core temperature of cooked and reheated foods to ensure they reach required cooking temperatures (75°C for 30 seconds or an equivalent time/temperature combination).

#### Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- 2 x packets of salmon were being stored beyond its 'Use by' date
- bavette steaks were
- being stored beyond its 'Use by' date of 4/3

**Recommendation** You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday. (An exception is cooked rice which should not be kept longer than 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::

- no date of when opened on double cream in fridge
- harissa mayonnaise was being stored beyond the recommended 3 day 'Use by' date you had given it

## **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:

- around equipment feet
- behind and under equipment
- floor/wall junctions
- hand contact surfaces such as light switches and door handles
- electric wall sockets
- walls particularly behind food preparation surfaces
- pipework
- mastic to meat prep area
- spillage to floor

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

- mdf/chipboard shelf to wash hand basin

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

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

- seals to fridges/freezers
- legs to equipment
- wheels to equipment
- interior bottom to fridge
- back vent to cooker
- underneath towel dispensers
- remove protective film to fridge door to aid easier cleaning
- plastic curtain to walk-in fridge
- lids to sauce bottles

### **Cleaning Chemicals / Materials / Equipment and Methods**

#### **Maintenance**

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

- shelf to table badly marked
- split seals to fridge
- leak to washing up sink
- holes to wall
- flooring in washing up area badly marked
- bare electric wires to light fittings

#### Facilities and Structural provision

**Observation** I was pleased to see that adequate facilities had been provided.

### **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

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

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

#### Food Hazard Identification and Control

**Contravention** You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria growing on food
- cross-contamination

**Contravention** The documented food safety management system you operate is inadequate as:

- the critical limits at the critical control points had not been established

#### Proving Your Arrangements are Working Well

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

- cleaning schedule
- opening checks
- temperature records had lapsed

### 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

**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

**Legal requirement** Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. You can obtain more information from the Trading Standards website: [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**Recommendation** Add ketchup to your allergen matrix i.e celery