

**Public Protection (food & safety)****Food Premises Inspection Report**

Name of business:	Kings Kebabs
Address of food business:	121 Mile Cross Lane Norwich NR6 6RQ
Date of inspection:	21/05/2025
Risk rating reference:	25/00448/FOOD
Premises reference:	06/00122/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	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
<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 1 - major improvement is necessary



### **RIGHT TO REPLY**

*Following an inspection the right of reply gives the business an opportunity to tell customers how it has improved its hygiene standards or if there were unusual circumstances at the time of the inspection.*

*I agree with the inspection results but have since carried out the following improvements:*

*The premises has been thoroughly cleaned and procedures are in place to ensure that cleanliness is maintained, A new food safety management system has been fully implemented, There is now a new manager, The staff have been retrained, New supervision arrangements have been introduced*

*The conditions found at the time of the inspection were not typical of the normal conditions maintained at the establishment and arose because:*

*Regular hand washing. Staff have done allergens and food allergy and intolerance training. completed and up to date diary and safer foods better business for caterers book completed. all fridges at the right temperature fly extractor has been cleaned. mop has been replaced and hanging up.*

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:

- food was not covered - a container (washing up bowl) with flour used for processing pizza bases was stored on upper shelving without suitable protection to prevent contamination. All foods must be kept covered to prevent this from happening
- outdoor clothing was worn when handling and processing food not in line with safe methods detailed in your SFBB pack

#### Hand washing

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

- no means for hygienically drying hands was available to the wash hand basin
- the wash hand basin was obstructed for use due to a kettle being left in the 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 as detailed in the SFBB safe methods
- staff were not using the wash-hand basin regularly during the course of my inspection while handling raw meat products such as beef burgers and chicken
- best hand-washing practices were not observed due to the only food handler operating between duties without hand washing taking place

#### Temperature Control

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

- cold foods were being stored above 8°C, at the time of the inspection, I measured the small under counter fridge at above 11°C. This fridge was used for the storage of pizza toppings including cheese.

**Observation** Visual checks and experience for whether food is cooked sufficiently were used

## 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:

- poor personal hygiene- lack of protective clothing/hand washing
- food handling practices- raw meat products such as beefburgers handled without effective hand washing or use of dedicated utensils.
- fridge temp operating at 11.8 °C but no checking of temperatures or opening checks and no corrective actions taking place

## **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 Equipment and Food Contact Surfaces

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

- can opener
- cutlery and utensils
- fridge and freezer door seals
- hand contact surfaces including handles, switches and electrical plugs
- food preparation knives

### 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 cleaning equipment was dirty such as brushes and mops and poorly stored
- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards this standard must be used to ensure effective cleaning takes place alongside 2 stage cleaning and using the sanitiser following manufacturers guidance
- cleaning equipment is stored in areas near open food

## **3. Confidence in Management**

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

## Food Hazard Identification and Control

**Contravention** The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- staff hygiene is inadequate

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

- cross-contamination section
- safe methods

**Legal Requirement** No change of work clothes prior to starting work. SFBB states staff change before starting work:

- safe methods sheet not completed
- SFBB pack not reviewed
- the pack in general was unorganised and poorly maintained. When asked, the food handler was unsure of the packs location and does not carry out the initial opening checks or records.

## Proving Your Arrangements are Working Well

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

- 4-weekly checks
- chilling / chilled storage / display of chilled food
- cleaning / clear and clean as you go
- cleaning schedule
- Daily Diary
- food allergies
- personal hygiene / hand washing
- training records / supplier lists

**Contravention** The following are needed in order to demonstrate your food safety management system is working:

- cleaning schedule
- daily records

## Infection Control / Sickness / Exclusion Policy

**Contravention** There was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastro intestinal illness:

- staff must be trained to report these diseases
- staff that report these diseases must not work with food until they are 48 symptom free

## Training

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

- were not washing their hands often enough
- were using poor cross contamination practices
- were using poor food storage practices

**Legal Requirement** Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

**Legal Requirement** Poor level of knowledge and understanding of hazards including cross contamination of raw meat products and the need to regularly wash hands

## Allergens

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

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

To achieve compliance, you must be able to provide information on the 14 known allergens to your customers when asked. To achieve this, a reference pack of the products you use can be referenced such as ingredients labels. An allergen matrix can be completed or menu cards to highlight the allergens that are contained in the foods you sell. These can be downloaded from the Food Standards Agency website and once completed, regularly reviewed.

Please see the links below:

<https://brandhub.food.gov.uk/share/fgf2AMRHjiPCzRpxaCjs>

<https://brandhub.food.gov.uk/share/8JjgaGjMUkXguMw3x56n>