

## Public Protection (food & safety)

### Food Premises Inspection Report

|                                  |  |
|----------------------------------|--|
| Name of business:                | Boundary Grill Peri Peri Chicken       |
| Address of food business:        | 367 Aylsham Road Norwich NR3 2RX       |
| Date of inspection:              | 27/05/2025                             |
| Risk rating reference:           | 25/00465/FOOD                          |
| Premises reference:              | 20/00235/FD_HS                         |
| Type of premises:                | Food take away premises                |
| Areas inspected:                 | All                                    |
| Records examined:                | None                                   |
| Details of samples procured:     | None                                   |
| Summary of action taken:         | Informal                               |
| General description of business: | Kebab, pizza, grilled burger & Chicken |

### 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



### 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:

- ready to eat food items stored in cardboard boxes in an upright fridge
- used serving spoons left in contact with coleslaw, garlic paste,
- opened tin of pineapple stored in and under counter fridge
- wire brush with loose bristles presenting risk of contamination of food with small strands of metal.
- pizza dough preparation table under deteriorating surface to painted finish of ceiling

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

- inadequate disinfection of articles and/or equipment between uses (when used for both raw and RTE foods)
- ready to eat food items stored in cardboard boxes in an upright fridge
- rotisserie skewer with meat in contact with packaged food in a chest freezer

**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.

**Guidance** Equipment, utensils, dishes and wrapping materials used for ready-to-eat foods must not be stored in open storage where there is a risk of contamination (i.e. underneath a work top where raw foods are prepared).

**Recommendation** Put lids on the containers of dried food to prevent contamination.

**Recommendation** Empty sacks or large bags of dried foods into lidded containers to reduce spills (remembering to clean containers before re-filling).

**Recommendation** Regularly check equipment for deterioration. For example, the plastic coating on food tongs splits and cracks over time and risks plastic contaminating food and makes cleaning difficult.

**Recommendation** When you are storing bags of dried foods in a container keep the container clean to prevent the harbourage of dried food pests.

### Hand washing

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

- staff were not seen washing their hands during the time I spent on site when I visited

**Recommendation** For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499:1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

**Recommendation** Keep a waste bin near the wash-hand basin

**Recommendation** After washing hands food handlers should turn the taps off using paper towel to prevent them from re-contaminating 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** You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

**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.

**Guidance** Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- \* After using the toilet;
- \* After handling rubbish;
- \* After smoking;
- \* After taking a break;
- \* After handling raw food

### Temperature Control

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

- food temperatures were not being monitored

**Guidance** Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

**Guidance** All food products should be stored in accordance with the manufacturer instructions.

**Recommendation** The core temperature of cooked and reheated foods should reach 75°C for 30 seconds or an equivalent time and temperature combination.

**Recommendation** In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75°C for 30 seconds or an equivalent time/temperature combination, for example 80°C for 10 seconds.

**Recommendation** Put a fridge thermometer in each of your fridges or chillers. These will give you an independent reading of the air temperature inside the unit.

## Unfit food

**Legal Requirement** High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items

**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 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:

- Cooked rice in fridge with no indication of intended shelf life

## **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:

- around equipment feet
- behind and under equipment
- ceilings in food preparation room
- floor wall junctions
- hand contact surfaces such as light switches and door handles

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

- carpeting
- floors
- MDF or chipboard shelves
- unsealed wooden structures

### Cleaning of Equipment and Food Contact Surfaces

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

- can opener
- chopping boards
- food storage containers

- fridge and freezer seals
- hand contact surfaces
- microwave
- mixer
- serving tongs/ spoons
- fridge and freezer handles

### 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:

- you did not have appropriate cleaning chemicals available
- you are not cleaning often enough
- freezers require defrosting

**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.

**Information** Cardboard cannot be properly cleaned. Do not use it to cover the floor/ shelves of work surfaces in food rooms

**Recommendation** Disinfect equipment and utensils after cleaning with a suitable sanitiser.

### Maintenance

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

- floor surfaces damaged at the doorways between food preparation rooms

### Facilities and Structural provision

**Recommendation** Do not use cardboard on floor surfaces. (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).

### Pest Control

**Recommendation.** Vegetation and inert waste were found around the bulk waste storage area in the rear yard. This can provide harbourage and cover for pest access.

**Legal Requirement** The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

**Guidance** Keep the outside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation.

**Recommendation** Employ the services of a pest controller.

### **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)**

#### **Type of Food Safety Management System Required**

**Contravention** It was not possible to examine any documents that provided information of the procedures you have in place to ensure that hazards to food safety are safely managed.

**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.

**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

**Legal Requirement** Ensure that documents from your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

**Information** The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

**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)

#### **Food Hazard Identification and Control**

**Contravention** The following pre-requisites have not been met and this indicates to me that your food safety management system is ineffective:

- cleaning and sanitation are poor
- maintenance is poor
- staff training is inadequate

**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.

## Proving Your Arrangements are Working Well

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

- cleaning schedule
- daily records
- maintenance recording
- pest control records
- probe calibration records
- shelf life stability records
- staff training records
- suppliers lists
- temperature records
- opening and closing checks
- food safety issues not adequately recorded

## Traceability

**Contravention** You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate:

- No receipts for food deliveries or purchases and bags of unlabelled meat in the freezer were available. The manager or person in charge of the premises at the time of inspection should be able to confirm the suppliers (traceability) of the foods being stored processed and sold there.

**Recommendation** Labelling all perishable food with a USE BY date will help you rotate your stock and demonstrates you have effective controls in place.

## 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 gastrointestinal illness such as vomiting diarrhoea stomach cramps/ pains nausea (feeling that you are about to vomit) and/or headaches:

- introduce a system to monitor staff illness
- staff must be trained to report these diseases
- staff that report these diseases/symptoms must not work with food until they are 48 symptom free

**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

**Legal Requirement** If you have waste you have a duty of care to:

- ensure that the person who takes control of your waste is licensed to do so.
- take steps to prevent it from escaping from your control
- store it safely and securely



- prevent it from causing environmental pollution or harming anyone
- describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else

**Legal Requirement** The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

## Training

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

- did not appreciate allergen risks
- did not know how long to stay off work after illness
- were not aware of the food safety management system
- were not cleaning properly
- 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.

**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](http://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.

**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](http://www.norwich.gov.uk)

## 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

**Legal Requirement** Caterers must provide allergy information on all un-packaged food they sell. Catering businesses include restaurants, take aways, deli counters, etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**Legal Requirement** Any business that produces pre-packed food for direct sale (PPDS) is required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list. [www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds](http://www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds)

**Information** Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

**Information** The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

**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

**Guidance** Pre-packed 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.

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.