

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:	25/09/2025
Risk rating reference:	25/00758/FOOD
Premises reference:	20/00004/FD_HS
Type of premises:	Takeaway
Areas inspected:	All
Records examined:	SFBB, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hot food takeaway charcoal bbq pizza kebab and burgers

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 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. **(5)**

Contamination risks

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 or physical contamination:

- an open sack of flour was found with the scoop left in contact with the contents which had dried on to it.

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

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

Hand washing

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

- access to the wash hand basin was obstructed when the door between the servery and the rear preparation room was open.

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

Information View the video on good hand washing technique at:
<https://www.youtube.com/watch?v=Vylx2K2vhKI>

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were generally high.

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

Unfit food

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)

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. **(10)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- high level cleaning in the servery area
- the plastic coating to the window to the side of the kebab rotisserie

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

- the vinyl floor covering in the servery was damaged and split.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer handles
- hand contact surfaces

Cleaning Chemicals / Materials / Equipment and Methods

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

Guidance Even when using a surface sanitiser you should be following the TWO STAGE cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

Recommendation Use sanitiser with shorter contact time not 5 minutes

Maintenance

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

- paint work worn or peeling on the window frame to the side of the kebab rotisserie
- floor surfaces damaged in the servery
- drains are blocked and not working effectively in the rear storage area.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- insufficient or poorly sited wash hand basin in the rear preparation area.

Pest Control

Contravention There is evidence of pest activity on the premises:

- there was a small but persistent presence of flies in the preparation room. There is a clear access route from the rear storage area which is inadequately proofed against access by such pests.

Contravention Pest proofing is inadequate particularly in the following areas:

- missing or damaged drain covers in the rear storage area
- gaps in and around walls and doors in the rear storage area

Contravention The electric fly killer is sited over an area where food is stored/handled. Re-site the unit away from its position over the dough preparation area.

Recommendation Electric fly killers should be located near to the entrance point to preparation rooms but not in direct sunlight as this makes the UV light less attractive to flying insects.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(5)**

Type of Food Safety Management System Required

Recommendation You should be date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms

Proving Your Arrangements are Working Well

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

- temperature records had lapsed. You cannot demonstrate that food safety control measures are effectively in place with up to date records.

Traceability

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

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

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

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

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

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 Any business that produces PPDS food 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

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided up front, clear sign posting to where this information could be obtained must be provided.

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

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.

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

HEALTH & SAFETY

Solid Fuel

Contravention The following matters exposed staff and/or the public to the risk of carbon monoxide poisoning from the use of solid fuel appliances:

- There was no carbon monoxide monitor in use with the charcoal barbecue. The provision of a carbon monoxide monitor and alarm at the barbecue would help to prevent risk of exposing staff to toxic fumes.

Information The HSE has guidance on the controlling the risk of carbon monoxide poisoning and the use of solid fuel www.hse.gov.uk

Electrical Safety

Contravention A cable connector had been used to make a join in an overhead cable in the rear storage area. These cable connectors present a risk of exposing live conductors when used without a sufficient strong physical connection between the insulators around the cable. You should consult a suitable competent person or qualified electrician to provide a suitable connection to this cable.

Information It is important to get your appliances regularly serviced to make sure they are working efficiently and safely. You need to look at your portable appliances regularly for signs of wear and tear, for example exposed inner cables, loose wires and broken sockets. You may wish to have additional assurance from a portable appliance test by a qualified person who can tell you if the parts you can't see have become faulty.