



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Friends Takeaway
Address of food business:	9 Bowthorpe Main Centre Wendene Norwich NR5 9HA
Date of inspection:	07/10/2024
Risk rating reference:	24/00410/FOOD
Premises reference:	22/00301/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Servery, Main Kitchen
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fast 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	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 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.:

- raw foods i.e eggs were being stored above and next to ready-to-eat foods i.e grated cheese, spread and olives in fridge
- food stored in open cans in fridge
- uncovered foods i.e burger cheese stored in fridge
- cutting boards were badly scored and need replacing
- cutting board to service fridge was badly scored
- cleaver stored on wall

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.

Legal Requirement Once opened, canned food which is to be stored should be transferred to plastic covered containers, designed for the storage of food, to prevent chemical contamination of the food.

Contravention You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods.:

- tongs

Guidance The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

Guidance Equipment, utensils, dishes and wrapping materials used for RTE foods are not to be stored in open storage (i.e. a storage area that cannot be closed) underneath a worktop where preparation of raw foods is undertaken as this could lead to cross-contamination.

Recommendation Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

Hand-washing

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

- washing up sink was being used for hand washing

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.

Legal Requirement 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

Legal requirement The way gloves are used in your premises was unhygienic and likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be disposable and should always be changed between the handling of raw and ready-to-eat foods. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break

Temperature Control

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

- cold foods, for service, were being kept above 8°C for over 4 hours

Legal Requirement If you rely on selling cold food (displayed over 8°C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

Unfit food

Contravention Unfit food was found on your premises and was immediately disposed of because it was:

- being stored beyond its 'Use by' date of 4/10 i.e watercress

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:

- 5 x iceberg lettuces were being stored beyond 'Best before' date of 6/10
- rocket was being stored beyond 'Best before' date of 4/10
- no date labels of when prepared on prepared foods in fridge

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)

Recommendation Lift food off the floor in the walk-in freezer to ensure air can freely circulate

Guidance It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed its 'best before' date could be of a reduced quality so you must check it is OK before you use it.

Recommendation I recommend that you label your own food i.e staff lunches in the fridge. There is a presumption in food law that all foods stored on a food business are part of that business and need to be stored and labelled accordingly to satisfy the inspecting officer it complies with legal requirements

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:

- flooring
- flooring underneath equipment
- floor/wall junctions
- walls
- area where chips are prepared
- bricks to floor in chip area
- drain cover
- pipework
- air vent to wall
- electric switch near air vent
- cobwebs seen to windows
- window frames
- wash hand basin
- wash hand basin to WC
- wall behind wash hand basin
- grout to wall tiles
- mastick to washing up sink
- washing up sink
- taps and surrounding area to washing up sink
- electric sockets
- shoe rack
- door handle

- hand contact surface (such as fridge handles, cooker knobs, light switches and sink taps)

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

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- can opener
- fridge and freezer seals
- wheels to equipment
- legs to equipment
- tray to fire extinguishers
- extension lead under equipment
- underneath towel dispenser
- can opener
- potato rumbler
- door to walk-in freezer
- handle to walk-in freezer
- flooring to walk-in freezer
- hinges to fridge doors
- interior bottom to fridge
- build-up of ice to chest freezer
- around interior top to chest freezer
- seals to fridges/freezers
- lids to sauce bottles
- cardboard boxes to floor

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 such as E. coli 0157 between surfaces:

- badly worn scourer
- mops worn and dirty
- broom dirty
- dustpan dirty

Maintenance

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

- split shelving to fridges
- holes to walls

- split seals to fridge
- extraction filters

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

Observation You have a Safer Food Better Business pack. However this belonged to the previous food business operator. You need to purchase your own pack and fill it in.

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.

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 points at which control is essential
- Establish 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 have been given the benefit of the doubt despite your food safety management system not fully complying with the law. You must act on this now.

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

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:

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

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

Traceability

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

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

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

- were not cleaning properly
- were not washing their hands often enough
- not wearing protective over-clothing
- were unaware of allergens

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
- You have not adequately labelled the foods you are prepacking for direct sale to your customers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised

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:

Information Loose (also called non pre-packed) foods are:

- foods served at restaurants and canteens
- takeaway foods that are placed into containers and sold at the same premises
- any foods sold loose, e.g. meat or cheese at a deli counter, unpackaged bread or pick and mix sweets (including individually wrapped sweets)

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.

Information Foods 'pre-packed for direct sale' are foods that you package and then sell on the same premises or local sites trading under the same name (e.g. sandwiches or salad boxes).

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

Legal requirement The allergen labelling requirements for prepacked for direct sale (PPDS) food have changed. Any business that produces PPDS food is required to label the food and the ingredients list with the 14 allergens required to be declared by law emphasised within it

Recommendation for information or advice about prepacked food for direct sale (PPDS) contact Norfolk Trading Standards on 0344 800 8020 or email : trading.standards@norfolk.gov.uk

Information Prepacked for direct sale (PPDS) food, 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 by your customers. The new PPDS allergen labelling will help protect consumers by providing potentially life-saving allergen information on the packaging

Information Prepacked for direct sale (PPDS) food can include the following:

- sandwiches and bakery products which are packed on site before a consumer selects or orders them
- fast food packed before it is ordered, where the food cannot be altered without opening the packaging
- products which are prepackaged on site ready for sale, such as pizzas, rotisserie chicken, salad and pasta pots
- burgers and sausages prepackaged by a butcher on the premises ready for sale to consumers
- food provided in schools, care homes or hospitals and other similar sittings will also require labelling
- pots served with takeaways such as garlic mayonnaise (egg, mustard), houmous (sesame), coleslaw (egg, mustard) mint yoghurt (milk), soy sauce (soy)

Information The Food Standards Agency run free allergen courses at <https://allergytraining.food.gov.uk>