

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	The Kebab Shop
Address of food business:	59 Prince Of Wales Road Norwich NR1 1BL
Date of inspection:	06/03/2025
Risk rating reference:	25/00209/FOOD
Premises reference:	19/00332/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Servery / Main Kitchen
Records examined:	SFBB, Pest Control Report
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Take away

**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	<b>15</b>	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30
<b>Your Total score</b>	0 - 15	20	25 - 30	<b>35 - 40</b>	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	<b>15</b>	20	-
<b>Your Rating is</b>	5	4	3	<b>2</b>	1	0



Your Food Hygiene Rating is 2 - improvement is necessary

### 1. Food Hygiene and Safety

Food hygiene standards 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)**

#### 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:

- Damaged equipment is in use that could shed broken particles (broken handle on tongs and worn metal scourers)
- Some food in the fridges was not covered
- Miscellaneous clutter close to food in food areas (mainly above the pizza preparation area)
- Knives stored where they are at risk of contamination

**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.

**Recommendation** Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration.

### Hand washing

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

- The wash hand basin was obstructed on arrival. This was cleared on request
- No means for hygienically drying hands was available on arrival. A new roll of blue paper was provided when requested
- No soap for washing hands was available

**Legal Requirement** Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

**Information** Hand washing is required:

- \* before handling ready-to-eat food
- \* after touching raw food and its packaging, including unwashed fruit and vegetables
- \* after a break/smoking
- \* after going to the toilet
- \* after cleaning
- \* after removing waste
- \* after blowing your nose

**Guidance** Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Handwashing should include the following steps:

- \* wet hands before applying soap
- \* good hand rubbing technique
- \* rinsing of hands
- \* hygienic drying

### Personal Hygiene

**Contravention** The following are examples of where it was made difficult for food handlers to maintain sufficient high standards of personal cleanliness:

- Best hand-washing practices were not observed

### Temperature Control

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

- Food temperatures were not being monitored and there was no probe thermometer available on site
- The bain marie was in use but not holding foods above 63°C
- The bench-top service chiller was not turned on and not keeping foods below 8°C
- The hot display cabinet containing cooked chicken was not holding foods above 63°C. A temperature of 44.9°C was taken for cooked chicken during the inspection
- Hot foods for service were kept below 63°C for over 2 hours

- High risk food was not being defrosted in the fridge

**Legal Requirement** Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

**Legal Requirement** Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C until it is sold or it should be discarded.

**Legal Requirement** If you rely on selling hot food (displayed under 63°C) within two hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the two hours is over.

**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.

**Information** Frozen foods were being defrosted at room temperature. There is a risk that bacteria will begin to grow in the food once it has defrosted. I recommend that frozen foods are placed in a fridge to defrost. You must ensure that any run-off liquid does not present a risk. I recommend that you defrost the food in a container

**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.

**Recommendation** Infrared thermometers can be used as a simple and speedy way of checking the surface temperatures of hot and cold food. When using them you need to remember that they measure the surface temperature of the food or wrapping rather than the core temperature of the food.

## **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/wheels
- Behind and under equipment especially near the large fridge in the kitchen
- Floor wall junctions
- Walls particularly behind food preparation surfaces
- Wash hand basin
- Lower shelves in the kitchen
- Hand contact surfaces such as light switches and door handles

**Information** A detergent is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

**Information** Disinfectant: is a chemical that kills bacteria.

**Information** Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively.

**Recommendation** Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

**Contravention** The following items could not be effectively cleaned and must be covered:

- Uncovered light fitting

## Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items were dirty and/or could not be effectively cleaned and require cleaning or discarding:

- Chopping boards found in the kitchen were stained and heavily scored
- Fridge shelves were dirty and the shelves in the large fridge were showing signs of rust

**Information** personal items such as phones radios in the kitchen must be kept clean and stored so that they do not contaminate the food.

## 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:

- Cardboard cannot be cleaned adequately. Do not use it to line shelves
- You are not using the 2-stage cleaning technique
- You did not have appropriate cleaning chemicals available. You were using glass cleaner to clean surfaces and there was no sanitiser available

**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.

**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

**Guidance** Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

**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.

### Maintenance

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

- Fridge seals were damaged
- Some paint work was worn and peeling

**Recommendation** Items kept in the kitchen were not being used (i.e. wooden stool near the wash hand basin). I recommend you remove unused items from the kitchen.

### Facilities and Structural provision

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

### Pest Control

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises.

## **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)**

### 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

## 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
- Temperature records / checks
- Cleaning schedule
- Daily diary / opening and closing checks
- Hand washing
- Staff training records for your SFBB pack

Your daily diary had lapsed and opening and closing checks had not been recorded since February. No staff training records had been completed to show staff had been trained on the safe methods in your SFBB pack.

**Recommendation** Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

## 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** A staff member had achieved level 2 food hygiene and safety for caterers and evidence of their training was made available.

## Allergens

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

- You have not identified the allergens present in the food you prepare.

**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

**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.