



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Master Chef
Address of food business:	87 Prince Of Wales Road Norwich NR1 1DG
Date of inspection:	06/03/2025
Risk rating reference:	25/00212/FOOD
Premises reference:	13330/0087/0/000
Type of premises:	Cuisine - Pizza Delivery & Takeaway
Areas inspected:	Storeroom, Main Kitchen, Basement, Servery, Yard
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fast food kebab shop

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

Your Food Hygiene Rating is 1 - major 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:

- open bag of flour not covered or wrapped
- open pack of salami in the freezer not wrapped or covered
- fragrant disinfectant being used on the work surfaces
- food container storing butter dirty
- bike was stored in the downstairs food room where pizzas were being made
- miscellaneous clutter due to poor housekeeping (unopened spices, sauce bottles stored on the shelves in the downstairs food area)

**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.

### 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
- staff were not using the wash-hand basin regularly

**Legal Requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

### Temperature Control

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

- food products in the saladette stored above 8°C

**Contravention** The following evidence indicated there was a risk of harmful bacteria remaining in cooked food or reheated food:

- food is not heated or held to a high enough temperature
- food was not being cooked to a core temperature of 75°C for 30 seconds (or equivalent)
- cooking temperatures were not being checked
- ready cooked, defrosted, doner meat on the roller grill had been left on the unit and was above 8°C. The unit had not been turned on to keep the meat hot
- no food probe was present on site

**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.

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

**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.

**Guidance** You cannot rely on taking chilled food temperatures by reading the temperature display on the refrigeration unit. You need an independent method that is clearly related to the actual food temperature.

## Unfit food

**Contravention** The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- 2 packs of peppers and 3 packs of tomatoes past their best before date

## 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:

- defrosting chicken in the fridge not labelled
- open tub of mayonnaise not labelled
- homemade sauces in the fridge not labelled
- tub of jalapeños not labelled
- cooked doner being stored outside of the safe temperature range
- defrosted burgers in the fridge not labelled

**Guidance** It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

## **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:

- fridge shelves
- fridge door seals
- inside the fridges and freezers dirty and stained

**Recommendation** Remove redundant items and equipment from food preparation rooms.

### Cleaning of Equipment and Food Contact Surfaces

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

- can opener
- fridge and freezer seals
- fridge shelving
- chest freezer requires defrosting
- mops stored on the 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 between surfaces:

- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards
- you are not using the 2-stage cleaning technique

**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.

**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.

**Recommendation** Store items such as mops, buckets and rooms in an area, room or cupboard separate from a food areas.

## Maintenance

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

- wall cladding damaged
- floor surfaces damaged
- fridge and freezer door seals split
- tin opener base in poor condition
- inside the freezer door panel in poor repair
- fridge shelves damaged, plastic coating started to peel away

## Pest Control

**Contravention** you do not have a pest control contract.

### **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** You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.

**Legal Requirement** Ensure that 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.

**Recommendation** You can buy a printed copy of Safer Food Better Business or a diary refill pack via our website [www.norwich.gov.uk/sfbb](http://www.norwich.gov.uk/sfbb)

### 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 surviving in cooked food

**Contravention** The following SAFE METHODS are missing from your Safer Food Better Business pack:

- chilling
- cleaning
- cooking
- cross-contamination

### 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
- chilling down hot food / freezing / defrosting
- cleaning / clear and clean as you go
- cleaning schedule
- cross contamination/ physical or chemical contamination
- food allergies
- training records / supplier lists

**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.

By using a normal diary you were failing to SIGN OFF at the end of each day; had nowhere to record that opening and closing checks had been done; were not reminded to record NON CONFORMATIES and to review your management system every 4-weeks.

### Traceability

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

- supplier list

## 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:

- introduce a system to monitor staff illness
- staff that report these diseases must not work with food until they are 48 hours 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.

## 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.
- did not know the critical temperature for cooking foods
- were not washing their hands often enough
- had not been adequately trained

**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** Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles.

**Information** You can obtain a list of the training courses we provide on our website [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Information** I note that some of your staff have e-learning food hygiene training. You may like to know that we offer the CIEH Foundation Level Award in Food Safety for Catering, a course on Safer Food better Business and a number of other courses. Booking details are on our website: [www.norwich.gov.uk](http://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](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 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, bakeries and sandwich bars 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)

**Information** The Food Standards Agency has produced a chart that you may find useful [www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**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

**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

**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.