

**Public Protection (food & safety)**  
**Food Premises Inspection Report**

Name of business:	Ossi's Eat In And Takeaway
Address of food business:	68 Prince Of Wales Road Norwich NR1 1LT
Date of inspection:	06/03/2025
Risk rating reference:	25/00225/FOOD
Premises reference:	22/00304/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Servery
Records examined:	Training Certificates/records, 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
<b>Your Total score</b>	0 - 15	20	<b>25 - 30</b>	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	<b>10</b>	15	20	-
<b>Your Rating is</b>	5	4	<b>3</b>	2	1	0

Your Food Hygiene Rating is 3 - a generally satisfactory standard



### RIGHT TO REPLY

Following an inspection the right of reply gives the business an opportunity to tell customers how it has improved its hygiene standards or if there were unusual circumstances at the time of the inspection.

I agree with the inspection results but have since carried out the following improvements:

The premises has been thoroughly cleaned and procedures are in place to ensure that cleanliness is maintained, the staff have been retrained

The conditions found at the time of the inspection were not typical of the normal conditions maintained at the establishment and arose because:

Aprons not worn by food handlers - staff have been retrained in the importance of using the appropriate PPE. Cutting boards badly scored - 2 new cutting boards have been purchased as requested Frozen meat being defrosted at ambient temperature - staff have been retrained in how to defrost food correctly, by either placing in the fridge or placing in a sealed container and placing under cold running water. Cleaning products stored near foods - this comment relates to some clean and unused sponges that were near an unsealed bag of flour. At the time of the inspection, these were moved to a more appropriate place that the inspector approved of. Flooring underneath equipment dirty,

legs to equipment dirty - these were cleaned immediately. As stated at the time of inspection, we do a deep clean once a week on a Sunday where things like the legs of equipment are attended to. Pipework dirty - relating to the pipework under the sink. These have been cleaned. Sink had food debris in it - at the time of the inspection we were quite busy. Staff have been reminded about the importance of cleaning as you go. Seals on fridges dirty - these have been cleaned. Inspector says they felt we were not working to our Safer Food Better Business pack - we always endeavour to follow all of the policies/procedures and advised methods as provided in the pack. We hope that the changes made reflect this.

## **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:

- cutting boards were badly scored and need replacing
- cloth stored on cutting board
- badly worn scourer

**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.

### **Hand washing**

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

- staff not seen washing hands during my visit
- obstructed wash-hand basin

**Information** 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

**Information** There is a method for effective hand washing in your Safer Food Better Business pack

### 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
- jewellery/watches worn when preparing food

**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:

- high risk food was not being defrosted in the fridge

**Information** A large amount of frozen raw meat was being defrosted at room temperature in a manner that caused concern. You must have a method for defrosting meat so that food safety is maintained. This method must be covered by your food safety management review. Safe methods can include defrosting in a designated fridge.

### 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:

- storing cleaning materials near 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:

- flooring behind and under equipment
- washing up sink
- pipework
- basin to WC

## Cleaning of Equipment and Food Contact Surfaces

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

- food containers
- handle to fridge
- seals to fridges/freezers
- grill to chest freezer
- interior lid to chest freezer
- microwave
- wheels to equipment
- legs to equipment
- bin
- lids to containers used to cover pizza dough

## Maintenance

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

- split seals to fridges
- handle to chest freezer
- flaking paint to walls
- heater loose to wall

## Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

## Pest Control

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

## **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)**

## Type of Food Safety Management System Required

**Observation** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

## Proving Your Arrangements are Working Well

**Contravention** You are not working to the following safe methods in your SFBB pack:

- cleaning schedule

- it states in your pack that named tea shirts and long aprons are worn when preparing food

### 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.

### Training

**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

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

**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 pre-packed 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 pre-packed food for direct sale (PPDS) contact Norfolk Trading Standards on 0344 800 8020 or email: [trading.standards@norfolk.gov.uk](mailto:trading.standards@norfolk.gov.uk)

**Information** Pre-packed 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** Pre-packed 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 take away's such as garlic mayonnaise (egg, mustard), houmous (sesame), coleslaw (egg, mustard) mint yoghurt (milk), soy sauce (soy)