



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Casablanca
Address of food business:	17 - 19 Castle Meadow Norwich NR1 3DH
Date of inspection:	28/11/2025
Risk rating reference:	25/00872/FOOD
Premises reference:	24/00064/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Kebab pizza and grill - no chicken

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 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:

- bare wood and the area behind missing wall tiles
- deterioration of the painted surface of the equipment box
- damaged and deteriorating packing cellophane on work equipment

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.

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:

- using gloves without suitable procedures to ensure they remain hygienic

Information If not used properly gloves are 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.

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

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

Recommendation For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

Recommendation Provide non-hand operated taps for hand washing e.g. knee operated or motion sensors.

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re-contaminating their hands

Personal Hygiene

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

Temperature Control

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

- chest freezer was heavily frosted and likely to hinder effective closing of the lid and correct temperature maintenance

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. (5)

Cleaning of Structure

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

- floor areas behind and under equipment

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

- grouting and broken tiling on walls

Cleaning of Equipment and Food Contact Surfaces

Observation You had colour-coded equipment on which to prepare food and food handling equipment was generally in good condition.

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

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

- Wall tiles were broken, holed, chipped u-grouted or missing in several of the preparation areas

Pest Control

Recommendation It was not possible to establish the control measures you have in place to prevent access, harbourage or attraction of pests I would recommend you consult a reputable pest control contractor.

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. (10)

Type of Food Safety Management System Required

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 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.

Legal Requirement Ensure that your food safety management system is available on site and kept up to date so your staff can refer to your procedures and so that daily records of checks can be completed.

Information The absence of complete documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Recommendation Contact us for details of our Safer Food Better Business workshops on 01603 989600 or visit our webpage www.norwich.gov.uk/foodsafetytraining

Food Hazard Identification and Control

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- cross-contamination
- bacteria growing on food

Contravention The following Safer Food Better Business SAFE METHODS are incomplete:

- cross-contamination
- cooking
- cleaning
- chilling

Proving Your Arrangements are Working Well

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

- food allergies
- Daily Diary
- cleaning / clear and clean as you go
- 4-weekly checks

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

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

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.