

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Piccolos
Address of food business:	74 Prince Of Wales Road Norwich, NR1 1NJ
Date of inspection:	23/07/2026
Risk rating reference:	26/00534/FOOD
Premises reference:	26/00208/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Back of House, Basement, Main Kitchen
Records examined:	SFBB
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	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 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. **(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:

- the plastic lining on the inside of the fridge door was peeling away
- two bottles of bleach were stored next to the raw chopping board
- red chopping board scored and worn
- the bottom of the container used for storing noodles was damaged and broken
- a scoop had been left inside the container storing flour, and the container was damaged and broken
- doner meat stored within the basement freezer was left uncovered
- an opened can of food was stored in the fridge without being transferred into a suitable food-grade container
- a metal spoon had been left inside a container of garlic butter overnight
- miscellaneous clutter due to poor housekeeping
- food products were not covered

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.

Guidance Equipment, utensils, dishes and wrapping materials used for ready-to-eat foods must not to be stored in open storage where there is a risk of contamination (i.e. underneath a worktop where raw foods are prepared).

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.

Handwashing

Contravention The following indicated that handwashing was not suitably managed:

- the wash hand basin drainage was inadequate, preventing effective removal of wastewater and potentially impacting hygienic hand-washing practices
- no hand soap was available

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

Temperature Control

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

- food products stored within the basement chest freezer were found to be defrosting, indicating that the unit was not maintaining an adequate freezing temperature.

Information Sauces were noted stored at room temperature. The manufacturer's instruction states that these products should be stored refrigerated after opening.

Information All food products should be stored in accordance with the manufacturer instructions. For example, I found sauces were being stored at room temperature when the manufacturer's instruction state they should be refrigerated once opened.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- pack of chorizo was found past its use-by date of (21/07/2026)
- two packs of cooked ham were found past its use-by date of (11/07/2026)

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

- pizza dough in the fridge
- raw burgers and cooked bacon stored in the fridge had started to discolour
- raw chicken stored in the fridge showed signs of discolouration and were sitting in raw meat juices

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

Guidance If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before it becomes unsafe. In practice foods should be frozen at least a week before the USE BY date and when defrosted labelled with a date so that it is used within 2 days.

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 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)

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:

- sauce bottles had not been labelled
- opened jars requiring refrigeration after opening had not been stored in the fridge
- raw chicken and other food products in containers in the fridge not labelled

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are poor and there is major non-compliance with legal requirements which have led to significant risks to food safety. You must address all the contraventions as a matter of urgency as there are many that are critical to food safety. A revisit is planned and formal enforcement action is likely.
(20)

Cleaning of Structure

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

- fridge seals dirty
- hand contact surfaces such as light switches and door handles
- behind and under the equipment
- around the equipment feet

- hand wash basin sinks and taps

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

- bottom of the shelves

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.

Recommendation Improve your housekeeping.

Recommendation Remove redundant items and equipment from food rooms.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- the container lid and storage box used for flour
- spatula
- hand contact surfaces
- fridge and freezer seals
- food storage containers

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 mop used in the kitchen was stored directly on the floor
- you are not cleaning often enough
- touch points were dirty (light switches, door handles etc)
- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards

Information You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS N 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:

- chest freezer lids in the basement
- basement ceiling and walls
- floor surfaces damaged

Pest Control

Contravention There is evidence of pest activity on the premises:

- flying insects

Contravention Pest proofing is inadequate particularly in the following areas:

- ceiling tiles were missing in the rear area
- no electric fly killer inside the premises

Guidance Refer to the guidance on pests in your Safer Food Better Business pack.

Recommendation Fill gaps around external doors, windows, drainage and or surface pipes.

Recommendation Employ the services of a pest controller.

Recommendation Install the Electric Fly Killer in a suitable position away from natural light sources and food and food preparation surfaces and keep it clean

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)**

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:

- storage, distribution and transport is poor
- maintenance is poor
- cleaning and sanitation are poor

Proving Your Arrangements are Working Well

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

- a separate Safer Food Better Business (SFBB) pack was not available for Piccolo. It was identified that the SFBB pack in use was the same pack used for Wok to Box.

Recommendation a separate Safer Food Better Business pack must be in place for Piccolo to demonstrate appropriate food safety management procedures specific to the operation. The SFBB pack for Wok to Box should not be used as a substitute.

Waste Food and other Refuse

Contravention The following evidence indicated that waste food was not being disposed of appropriately:

- there was no evidence that waste was being collected by an approved contractor

Contravention The following evidence suggested you were failing to dispose of fats, oils and grease appropriately:

- you do not have a contract with an approved waste oil contractor
- there was evidence that waste oil was being poured down the drain
- the arrangements for storing waste oil are inadequate

Legal Requirement If you have waste, you have a duty of care to:

- Ensure that the person who takes control of your waste is licensed to do so.
- Take steps to prevent it from escaping from your control.
- Store it safely and securely.
- Prevent it from causing environmental pollution or harming anyone.
- Describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else.

Legal Requirement The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

Information Fats, oils, and grease (FOG) cause problems in drains and sewers. When disposed of down kitchen sinks, toilets or drains, FOG congeals to form blockages which can encourage rats and cause flooding and pollution.

Information There are a number of companies that collect waste oil either at no charge or indeed pay you for it. When you find a company ensure that they are registered as a waste carrier and that they provide you with a waste transfer note

Training

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

- were using food that had passed its USE BY date
- were not cleaning properly

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

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

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 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. 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

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

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

HEALTH & SAFETY

Slips Trips and Falls

Contravention the following matters presented a risk to staff safety due to the potential for slips, trips or falls:

- the bottom two stair steps were damaged and require repair to ensure they remain safe and suitable for use. Repair or replace the damaged stair steps to ensure they are maintained in a safe condition and do not present a risk of slips, trips or falls

Information The HSE has guidance on the controlling the risk of slips, trips and falls www.hse.gov.uk