

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Lupa Pizza And Lupa Pizza Mobile
Address of food business:	21 - 23 Nelson Street Norwich NR2 4DW
Date of inspection:	11/08/2026
Risk rating reference:	26/00588/FOOD
Premises reference:	24/00077/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Other
Records examined:	Training Certificates/records, Temperature Control Records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizza restaurant and associated mobile

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 5 - a very good standard



Neither business were trading at the time of inspection.

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:

- tiramasu made with raw eggs,

Guidance/information For many years the guidance has been that raw eggs that are served uncooked should be Lion brand or from another recognised supplier. This helps to guarantee the absence of Salmonella bacteria, and would help you to sustain a due diligence defence if something went wrong, such as a cluster of alleged food poisoning cases.

Please refer to this link: [New Government advice: British Lion eggs safe for mums-to-be, babies and elderly people | Egg Recipes – British Lion Eggs](#)

Lightly Cooked Foods Improver Document

It is also strongly recommended that you highlight on your menu that this dish contains raw egg, so that vulnerable, and pregnant woman are informed.

It is often possible to use pasteurised egg, which must be kept refrigerated once opened.

You may have also read on the news very recently that there is a UK widespread issue with Salmonella food poisoning, from an unknown source. The Food Standards Agency advice currently is that vulnerable people with health conditions, under 5 year olds and pregnant women should not eat runny eggs, only those that are well cooked, when eating out. It is very strongly recommended you follow this advice.

Guidance The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough hand washing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

Observation I was pleased to see you were generally able to demonstrate effective controls to prevent cross-contamination.

Hand washing

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

Observation I was pleased to see hand washing was well managed. It was noted that you had a problem with hand washing when the mobile was inspected at an event. It might be worth carrying a portable flask of hot water (like a coffee urn) in case of emergency.

Personal Hygiene

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

Temperature Control

Observation The 4 hour rule is used for ambient toppings used for making up pizzas at the counter.

Unfit food

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.

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

- bare wood to spare work bench used for outside events

Observation The kitchen and mobile had been well maintained and the standard of cleaning was good.

Cleaning of Equipment and Food Contact Surfaces

Observation You had colour-coded equipment on which to prepare food.

Observation You had dedicated equipment for the preparation of raw and for ready-to-eat foods.

Maintenance

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

- uneven crack in kitchen floor
- wall paint in kitchen scuffed and worn in places

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided. It was noted that the van has no sink and all washing up is done at the main premises.

Pest Control

Observation You have a contract with APC and all has been found to be satisfactory.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(5)**

Type of Food Safety Management System Required

Information If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website www.food.gov.uk/business-industry/caterers/sfbb However, do make sure staff have access to it at all times when working.

You were using another electronic system, but my recommendation would be to use the one that runs alongside as SFBB. You may also be considering the NCASS system.

Whichever system you decide upon, it must reflect not only the fixed premises, but also the mobile and outside catering you do.

Observation I was pleased to note that you have duplicate SFBB packs for the restaurant and mobile.

Proving Your Arrangements are Working Well

Contravention You are not using SFBB in its entirety, although you had recently started using a independent electronic monitoring system, and had other paper temperature records. To use the SFBB pack fully please use:

- daily diary sheets
- 4-weekly checks

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

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.

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

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

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