Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Caprinos Pizza
Address of food business:	8 Dereham Road Norwich, NR2 4AY
Date of inspection:	09/10/2026
Risk rating reference:	26/00778/FOOD
Premises reference:	26/00213/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	Training Certificates/records, Temperature Control Records, FSMS
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 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:

- soap dispenser and wash hand basin located directly adjacent to/over a ready-to-eat food preparation area presenting a risk of contamination
- pizza paddle was stored on the floor adjacent to a pest control bait box (staff stated the item was not in use)
- damaged food contact and cleaning equipment in use (including worn sponges/scourers and a rolling pin with split silicone covering) which could result in physical contamination from detached particles

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.
Recommendation Regularly check equipment for deterioration. For example, the plastic coating on food tongs splits and cracks over time and risks plastic contaminating food and makes cleaning difficult.

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

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

Observation I was pleased to see hand-washing was well managed.

Personal Hygiene

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

Temperature Control

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

- food was not being kept under temperature control for as long as possible during preparation and service (the saladette was being left open and chicken strips were left outside temperature control)
- cold foods intended for service were held above 8°C for longer than 4 hours (prepared salad was reportedly stored outside temperature control for up to 6 hours)

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

Observation I was pleased to see you were generally able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

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. **(10)**

Cleaning of Structure

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

- sink
- wash hand basin
- hand contact surfaces such as light switches and door handles
- floor wall junctions
- behind and under equipment
- around equipment feet

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.

Information Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- a sauce bottle (which had been washed and was ready for use) was found to contain mould
- food storage containers had not been adequately cleaned with manufacturers labels/stickers still in place
- dirt was found on equipment and hand-contact surfaces including fridge and freezer handles and seals and the blender

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:

- staff member was unaware of the contact time for the surface sanitiser
- you are not cleaning often enough
- touch points were dirty (light switches, door handles etc)

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

Guidance Taps can be a source of contamination so use a paper towel to turn off the tap after washing and drying your hands.

Maintenance

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

- hole in the ceiling

Observation I was pleased to see the premises had recently been refurbished.

Facilities and Structural provision

Recommendation The toilet is not provided with a lobby. As it opens into the wash-up area within an open-plan food operation, management should continue to ensure suitable controls are in place to prevent any risk of contamination.

Pest Control

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises.

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

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. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. **(5)**

Type of Food Safety Management System Required

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

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.

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

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:

- cleaning requires improvement (cleaning schedule is not being followed)

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

Traceability

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.

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

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

- were using poor food storage practices
- were unaware of the contact time for the sanitiser
- were not cleaning properly

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.

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

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.