



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

Name of Business:	Italia Nostra
Address of food business:	52 St Giles Street NorwiNR2 1LW
Date of Inspection:	3 February 2016
Risk Rating Reference:	16/00133/FOOD
Inspection Reference	EH16/2419
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Type of Premises:	Restaurant or cafe
Areas Inspected:	Main kitchen, Basement
Records Examined:	SFBB
Details of Samples Procured:	None
Summary of Action Taken:	Informal

**Introduction**

The report has been divided into the three areas which you are scored against: food hygiene and safety procedures, structural requirements and 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 on the next page. You can use the table to see where you have done well and where improvements can be made.

Sections identifying health and safety and public health concerns may be included at the end of the report, these do not form part of your food hygiene rating.

**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

**What you must do to comply with the law**

The report may include contraventions - matters which do not comply with the law **(Contraventions)**. 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 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 **(Observation)**, useful information **(Information)** and recommend good practice **(Recommendation)**.

**Disclaimer**

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:

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>	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	4	3	2	1	0

Your Food Hygiene Rating is 5 – a very good standard



#### Appealing your rating

- Discuss the rating with the inspector
- Enter your appeal within 14 days of this notification
- For full details and the form visit [www.norwich.gov.uk/foodhygieneratings](http://www.norwich.gov.uk/foodhygieneratings)

#### This space is reserved for your Right of Reply

- You have a 'right to reply'. This allows you to explain what improvements you have made or to explain the standards we found at the time of this inspection.
- For full details and the form visit [www.norwich.gov.uk/foodhygieneratings](http://www.norwich.gov.uk/foodhygieneratings)

#### This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.
- For full details and the form visit [www.norwich.gov.uk/foodhygieneratings](http://www.norwich.gov.uk/foodhygieneratings)

### General description of the business

Italian restaurant serving freshly prepared foods to the local community

## **FOOD SAFETY**

### **Food Hygiene**

#### **Summary:**

**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.(Score 5)**

#### **Contamination risks**

The following items exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects. **(Contravention)**

- Raw eggs were being stored above orange juice in the Beko fridge

#### **Good Practices**

I was pleased to see that **(Observation)**:

- Raw meat was being prepared completely separate from ready-to-eat foods followed by a two stage clean
- Blue paper towel was being used

#### **Poor Practices**

The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration **(Observation)**:

- Potatoes being stored on the floor of the downstairs store room
- Shop bought carrier bags were being used to store food in the freezer, food grade bags should be used for storing food in freezers

#### **Recommendations**

To further improve standards I recommend the following **(Recommendation)**:

- You date label foods in the fridges to enable good stock rotation
- That potatoes are not stored on the floor in the downstairs storeroom

### Hand-washing

I was pleased to see that **(Observation)**

- The wash hand basin was fully equipped with hot water soap and hygienic hand drying facilities

### Personal Hygiene

I was pleased to see that **(Observation)**

- Food handlers were wearing clean protective over clothing
- You were aware of the need to stay off work for at least 48 hours symptom free following any gastro-intestinal illness

### Temperature Control

I was pleased to see that **(Observation)**

- The fridges and freezers were running at correct temperatures
- You calibrated your probe thermometer in ice monthly and that this is recorded in your SFBB pack

### Structure and Cleaning

#### Summary:

**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.(Score 5)**

### Cleaning of Equipment and Food Contact Surfaces

The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding **(Contravention)**

- Seals to the 3 door under counter fridge
- Seals to the Ronaldo's freezer
- Seals to the chest freezer
- A build up of ice on the back of the Frigidaire larder fridge

### Good Practice

I was pleased to see that **(Observation)**

- Your sanitiser conformed to British standard BS EN 1276:1997

- Generally the premises were very clean

### Maintenance

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

- Broken handle to the freezer
- Split seals to the 2 door under counter fridge
- Cracked tiles in front of the microwave
- Holes to wall behind the water boiler

### Confidence in Management

#### Summary:

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

### Food Hazard Identification and Control

The following management sections in your SFBB pack were either missing or incomplete **(Contravention)**

- Cleaning schedule in your SFBB pack was not filled in

### Good Practice

I was pleased to see that **(Observation)**:

- You were using 'Safer Food Better Business' as your foods safety management system
- You had a waste contract in place

### Training

To further improve standards I recommend the following **(Recommendation)** :

- That you attend a food hygiene level 3 course

### Allergies

New legislation requires food businesses to provide allergy information on unpackaged food sold from all catering outlets including takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There will also be changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Trading Standards website: [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc) **(Information)**

