

Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Rocky Mountain Pizza Project
Address of food business:	Basement And Ground Floor, 33 Prince of Wales Road, Norwich NR1 1BG
Date of Inspection:	19 May 2017
Risk Rating Reference	17/00299/FOOD
Premises Reference	16/00282/FD_HS
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Type of Premises:	Restaurant or cafe
Areas Inspected:	Main Kitchen, Preparation room, Cellar
Records Examined:	SFBB, FSMS, Temperature control records, Cleaning schedule
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Pizza takeaway with

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
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Your Food Hygiene Rating is 3 - a generally satisfactory standard



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

Contamination risks

Contravention You could not demonstrate effective heat disinfection of food equipment and utensils used for both raw and ready-to-eat (RTE) foods and did not have a dishwasher. Undertake the following work:

- provide separate and identifiable food containers for raw foods like meat and ready-to-eat (RTE) foods like salad.

Recommendation although the pizza toppings are intended to be cooked it is good practice to consider them as RTE food and protect them from cross-contamination risks associated with dual purpose (shared) containers used for raw, uncooked foods.

Recommendation Separate the cutting boards used for raw foods from those used for RTE foods.

Temperature Control

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

- the temperature of the food held in your countertop chiller was too high (measured at 10°C). Adjust the temperature of this unit downwards.

Recommendation It is good practice keep the lids of the countertop chillers down to help keep the temperature of food less than 8°C

Observation Recently cooked meat topping had been placed into the countertop chiller still warm. This is poor practice as it will have the effect of warming chilled food already held here. Cool cooked meats quickly (within 90 minutes) to a minimum of 12°C before placing them under refrigeration.

Observation I was pleased to see you monitoring and recording the temperatures of the cooked meat to be used as pizza topping.

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. **(Score 10)**

Cleaning of Structure

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

- the floor in the back preparation room
- wall/floor junctions
- door thresholds and the bases to door frames

Guidance Mops will push dirt and grease into the corners. You will need to ensure these areas are periodically given a thorough clean. You can include 'corners' in your cleaning schedule to ensure they are not missed in the future.

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 such as E.coli 0157 between surfaces:

- you were not using a surface cleaner with any bactericidal properties
- you were not following a two-stage cleaning method

Information Proper cleaning and disinfection is essential in preventing the spread of *E.coli* 0157 and other harmful bacteria onto food and food contact surfaces.

Information The FSA 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 handwashing
- 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 soil contaminated vegetables.

Visit: www.food.gov.uk for more information

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilution 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.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Some minor issues were identified relating to staff supervision and training. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Type of Food Safety Management System Required

Contravention You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Provide a simple documented system such as Safer Food Better Business (SFBB).

Legal Requirement Safer Food Better Business (SFBB) is deemed to comply with the law but only when completed as intended and only once fully implemented. Your current system was incomplete in that it took a small part from the SFBB pack and added procedures to it. There were for instance no Safe methods (normally in the front of the pack). As a consequence your procedures were not build on a sound understanding of what the hazards were. Your system was therefore insufficient and lacking in scope and detail.

Recommendation Choose 'Safer Food Better Business' (SFBB) as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

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.

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 above. However, do make sure staff have access to it at all times when working.

Food Hazard Identification and Control

Contravention The following matters demonstrated that you have not identified hazards to food (such as bacteria growing on food, bacteria surviving in cooked food and cross-contamination) or the methods of control at critical points in your operation:

- **Bacterial growth** The ingredients in the countertop chillers were above 8° . You were failing to monitor the temperatures of the food held there
- **Cross-contamination** You could not demonstrate a suitable method for the disinfection of surfaces between raw and ready-to-eat food preparation

Contravention The Safe Methods in your Safer Food Better Business (SFBB) pack are intended to show you have identified the hazards to food and what you must do to control them. The following Safe Methods were either missing from your SFBB pack or had not been completed appropriately:

- Cross-contamination
- Cleaning
- Chilling
- Cooking

Contravention Your food safety management system (FSM) is not adequate in its scope and/or is not sufficiently detailed. Ensure your FSM system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

- identify the critical steps in your operation and the hazards which must be eliminated or controlled at these steps. Currently your management system consists of some hot temperature monitoring procedures and a collection of old Safer Food Better Business diary pages and four-weekly reviews (none of which were current).

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- The daily diary and or four-weekly reviews
- The cleaning schedule
- Your Suppliers and/or Contacts lists
- Staff training records

Observation I was pleased to see that food was covered in refrigerators and that you were using a day dot system to ensure good stock rotation.

Training

Contravention The following evidence indicated there was a staff training need:

- although staff were aware of the procedure for monitoring (and recording) the cooked temperature of food (meats used as pizza toppings) there was no evidence staff knew of the dangers posed by cross-contamination and bacterial growing on food held in the countertop chillers.
- there was no record of staff having been trained in your food safety management system (such as it was)
- there were no training certificates in evidence to indicate a basic level of food hygiene awareness

Infection Control / Sickness / Exclusion Policy

Contravention The following evidence suggested there was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastro-intestinal illness:

- there was no policy in place covering fitness to work because the procedure covering staff illness, normally present in the SFBB pack, was missing from your food safety management system

Allergens

Contravention You have not properly informed your customers about the presence of allergens in the food you prepare nor warned them about the potential for cross-contamination with allergens.

Legal Requirement I was pleased you had identified the presence of allergens in your food and had made a chart listing them all. However "signposting" was poor. Provide clear information to your customers indicating where allergy information can be found or directing them to a member of staff who can advise them.

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. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Legal Requirement Food manufacturers must now label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices you use will contain mustard which your customers will need to be made aware of.

Legal Requirement You must also advise your customers of the possibility of cross-contamination with allergens in your kitchen so they can make an informed choice as to what, if any, food they purchase

HEALTH AND SAFETY

Matters of evident concern - Gas safety

Contravention The following matters were of immediate concern:

- staff were unaware of the location of the emergency gas isolation valve indicating a basic lack of understanding in safety procedures

Guidance Inform your staff about basic safety procedures i.e. the location of stop cocks and fire extinguishers or blankets.

Guidance there was no gas safety certificate available on site. Have the gas installation and equipment regularly checked and keep a copy of the safety certificate on site as evidence.