



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	Norwich Pizza And Kebab
Address of food business:	6 Magdalen Street, Norwich NR3 1HU
Date of Inspection:	19/09/2017
Risk Rating Reference:	17/00576/FOOD
Premises Reference:	15/00314/FD_HS
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Type of Premises:	Food take away premises
Areas Inspected:	All
Records Examined:	SFBB, Cleaning schedule, Pest control report, Training certificates / records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business:	Pizza and kebab 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
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Your Food Hygiene Rating is 2 – improvement is necessary



Food Hygiene Rating Re-Scoring Visit

Date:

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 2 – improvement is necessary



Inspectors notes:

Food Hygiene and Safety

Contravention Tin foil was still being used to cover the shelves in the chilled fridge counter located underneath the extraction ducting.

Contravention Cardboard was being used underneath the bench top fryer.

Contravention Cans of drinks and a bowl of prepared salad were stored next to the raw meat in the display chiller.

Contravention The double fridge next to the wash up area was not working properly and foods which should be kept below 8°C were found to be 11/12°C.

Contravention A bottle of previously unopened soap appeared at the hand wash basin on our arrival. It indicated that soap was not previously provided to the hand wash basin.

Observation Hand towels e.g. blue roll, had not been placed in the hand towel dispenser.

Structure and Cleaning

Contravention The floor was dirty and there were bits of food and other debris underneath and behind the counters, fridges and freezers etc.

Observation There was a large quantity of odd items piled up in the area where there is a sloping ceiling. These should be removed to allow for cleaning and so you can monitor the area for pests such as cockroaches.

Contravention Ceiling panels were still missing.

Contravention Wall tiles missing from next to the rear door.

Contravention The door to the toilet did not have a handle which prevented it from being pulled closed. The door should be kept closed at all times.

Contravention the door to the toilet lobby was open. This should be provided with a self-closing device so that it can be kept closed at all times.

Observation A cigarette butt was found in the toilet. This would indicate that staff may have been smoking inside the food premises. As well as potential contamination of food it is an offence to smoke inside a workplace. This practice should be stopped immediately.

Confidence in Management

Contravention Your Safer Food Better Business pack was in a complete muddle and evidently not a working document.

Observation/Information Despite a request for a re-visit little effort appears to have been taken to address the contraventions previously identified. Formal action will be taken to secure improvements such as the service of improvement notices.

1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and being 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

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.

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 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 soil contaminated vegetables.

This guidance will help you comply with the law. Visit: www.food.gov.uk for more information.

Contravention The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- use of tin foil to cover shelves in the fridges. The foil was badly torn
- the catch tray to the electric fly killer needed emptying more frequently. Get your pest contractor to do this or include emptying the catch tray in your cleaning schedule
- cardboard was used to cover the floor behind the servery and the vegetable shelf, remove.

Contravention The following exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with *E.coli* 0157 and/or other pathogenic bacteria from raw meat or unwashed raw vegetables:

- chilli sauce had been placed on the raw side of the display chiller.

Observation Other than the above example you had stored food appropriately and had kept raw food under foods that were ready-to-eat. I was pleased to see that all food was covered.

Observation Before leaving the premises at night please ensure you move the pizza toppings stored in the counter-top chiller to covered containers stored in your upright

fridge. Never leave food in the counter-top chiller overnight as the lid is not sufficiently tight fitting and cockroaches can get to the food held inside.

Hand-washing

Legal Requirement Wash hand basins must be provided with soap and hygienic hand drying facilities.

Contravention The following evidence indicated hand-washing was not suitably managed:

- there was no soap by the wash hand basin.

Information Proper hand-washing is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

Recommendation For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

Temperature Control

Contravention Although the temperature of your upright fridge and bain marie were acceptable your probe thermometer was not working and you had no way to independently verify the temperature of your hot-holding and refrigerated appliances.

Recommendation Infrared thermometers can be used as a quick and simple way of checking the surface temperatures of hot and cold food. Just remember they display the surface temperature of food or its wrapping and so may not be indicative of the food's core temperature.

Legal Requirement Although the temperature of your upright refrigerator was within acceptable limits I could not be sure you were monitoring the temperature of this equipment. Remember such monitoring is part of your daily opening and closing checks. When you sign your daily diary you are signing to say these checks have been done.

2. Structure and Cleaning

The structure, facilities, cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Improvements are needed in hand and/or equipment washing facilities. There is evidence of pest activity. 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. **(Score 15)**

Cleaning of Structure

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

- hand contact surfaces like fridge handles.

Cleaning Chemicals / Materials / Equipment and Methods

Observation You were failing to apply the 'two-stage' cleaning method when cleaning and disinfecting surfaces (see guidance below).

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.

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.

Maintenance

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

- a few ceiling panels were missing (these had been removed to improve ventilation)
- floor tiles to the entrance lobby were broken
- the plastic coating covering shelves in the upright fridge were badly worn exposing rusty metal

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- the toilet opened directly into a food storage area. In the absence of a ventilated lobby you must keep the toilet door closed.

Pest Control

Observation There were German cockroaches on the premises. Although you were employing the services of a pest controller I was concerned that not enough was being done to eliminate cockroaches in the premises given the length of time the infestation has persisted. While I was satisfied food was currently not at risk, cockroaches are not native to this country and their presence in food businesses it is not acceptable.

Recommendation Get your pest controller to mark the presence of monitoring traps and the insecticide points on a floor plan of the premises so that you and staff know where they are.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. 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)**

Food Hazard Identification and Control

Contravention You had inherited the Safe Food Better Business pack from the previous business owner. The Safe Methods are intended to show you have identified the hazards to food and the procedures to follow to adequately control them. The Safer Food Better Business (SFBB) pack did not reflect what you do with food and will need to be reviewed.

Contravention The following is one example of where the documented Safe Methods in your SFBB pack said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do:

- cooking prawns (you do not have any seafood on the premises).

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 four-weekly reviews
- staff training records
- prove it records
- extra checks

Guidance Your probe thermometer was not working. Make sure this is replaced repaired and use it to verify the temperatures of fridges and the bain-marie.

Recommendation Consider date labelling food with the date of opening or when it must be used. This will help in stock rotation and shows you have a system in place ensuring food is used or discarded in good time.

Training

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.

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 this course are on our website: www.norwich.gov.uk

Infection Control / Sickness / Exclusion Policy

Guidance Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastro-intestinal illness stay away from work until symptom-free for 48 hours.

Observation You were unaware of the location of your 'fitness to work' policy. This was in the SFBB pack proving you had not read it.

Allergens

Observation I was pleased you had identified the presence of allergens in your open food and had brought this to the attention of your customers.

Observation I was pleased you had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.

Health and Safety

Gas Safety

Contravention The following matters indicated that a gas appliance, installation pipework or flue had not been maintained in a safe condition so as to prevent risk of injury:

- There was no Gas Safety Certificate on site.

Legal Requirement The registered Gas Safe engineer will often issue a certificate which you should keep to show your gas system is safe. It's important to get your appliances regularly serviced to make sure they are working efficiently and safely.