



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Siciliano
Address of food business:	43 Prince Of Wales Road Norwich NR1 1BL
Date of inspection:	18/01/2018
Risk rating reference:	18/00030/FOOD
Premises reference:	06/00432/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Basement, Storeroom
Records examined:	None
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
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Your Food Hygiene Rating is 1 - major improvement is

necessary 

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:

- the same containers were being used for raw foods i.e chicken and ready-to-eat foods i.e prepared salads - please ensure separate containers are use for raw and ready to eat foods, i suggest that you use different coloured containers for each, i.e. red containers for raw foods.

Contravention You had not protected articles and/or equipment used for ready-to-eat (RTE) food) from the contamination risk posed by raw food or its packing. In particular undertake the following work:

- you need to purchase separate containers for use of raw meats i.e preferably colour coded i.e red

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.

Guidance If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 80°C for 15 seconds) between uses.

Guidance If heat disinfection or a dishwasher is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) and must be stored and washed separately.

Hand-washing

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

- there was no soap or towel to the wash hand basin
- a container of olives was obstructing the wash hand basin from use as they were sitting in it.

Legal Requirement Wash hand basins must be provided with soap and hygienic hand drying facilities, and kept clear at all times

Contravention the wash-hand basin was not in regular use. Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- After using the toilet;
- After handling rubbish;
- After smoking;
- After taking a break;
- After handling raw food

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- a food handler was seen wearing dirty trousers

Legal requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

Temperature Control

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

- chicken fillets and chicken wings were being defrosted at ambient temperature in the downstairs storeroom

Recommendation In addition to the visual checks you undertake use a probe thermometer to determine the core temperature of cooked food.

Information An amount of frozen raw meat i.e chicken fillets and wings were being defrosted at room temperature in a manner that caused concern. You must have a method for defrosting meat so that food safety is maintained. This method must be covered by your food safety management review. Safe methods can include defrosting in a designated fridge.

Poor Practices

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

- chicken defrosting at ambient temperature
- cardboard on shelves

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. 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:

- ceiling to shower in downstairs storeroom had visible mould to it
- there was visible mould to the ceiling in the WC

Cleaning of Equipment and Food Contact Surfaces

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

- seals to the chest freezer in the downstairs storeroom
- the large chest freezer storing Doner kebab meat needs defrosting
- the towel and soap dispensers to the wash hand basin
- the kettle on the top of the glass lidded freezer
- the lid to the small freezer
- the interior rim to the glass lidded freezer
- interior to the Vestfrost fridge
- the flooring next to the Vestfrost fridge
- the bowl to the dough mixer
- the bottom to the bins
- legs to the stainless steel table
- the jug in the pizza flour
- the flooring next to the drinks fridge
- the seals to the 3 door stainless steel fridge
- the seals to the 3 door Polo fridge
- the lid to the tomato sauce bottle on the servery
- the lid to the vinegar bottle
- the bin in the servery

Cleaning Chemicals / Materials / Equipment and Methods

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 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.

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

Recommendation After thorough cleaning I recommend that equipment and utensils should be disinfected, to minimise the build up of bacteria

Maintenance

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

- the extraction canopy was leaking
- the ceiling above the Vestfrost fridge was badly damaged
- the fluorescent light was not working in the downstairs storeroom
- chipped tiles to the flooring in the kitchen
- split seals to the Vestfrost freezer
- hole to the ceiling outside the WC
- broken tiles to the top of the stairs

- split lino on the stairs
- bare wood to the service counter

Facilities and Structural provision

Legal Requirement All areas where food is stored or handled must have lighting of sufficient intensity to allow safe food preparation and thorough cleaning.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.

Contravention Ensure that your food safety management system is available on site so your staff can refer to your procedures and ensure that daily recording of checks can be completed.:

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 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

Information The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- Cleaning and sanitation are poor
- Maintenance is poor

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:

- defrosting food ambient temperatures

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

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of a registered waste carrier.

Training

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

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

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

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.

Allergens

Contravention You have not yet identified the allergens present in the food you prepare.:

Contravention You have not properly informed your customers about the presence of allergens in the food you prepare.:

Contravention You have not warned your customers about the potential for cross-contamination with allergens.:

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. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Information Loose (also called non pre-packed) foods are:

- foods served at restaurants and canteens.
- take-away foods that are placed into containers and sold at the same premises.
- any foods sold loose, e.g. meat or cheese at a deli counter, unpackaged bread or pick and mix sweets (including individually wrapped sweets)

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided upfront, clear sign-posting to where this information could be obtained must be provided.

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.

Recommendation Add allergy information to your menu