



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Mr Pizza
Address of food business:	47 Portersfield Road Norwich NR2 3JU
Date of inspection:	28/03/2018
Risk rating reference:	18/00567/FOOD
Premises reference:	16/00192/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Storeroom, Front of house, Yard
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Formal
General description of business:	Pizza, kebab and burger takeaway

**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

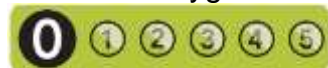
  

Your Total score	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
Your Worst score	5	10	10	15	20	-

Your Rating is	5	4	3	2	1	0
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Your Food Hygiene Rating is 0 - urgent improvement is necessary



### 1. Food Hygiene and Safety

Food Hygiene standards are poor and there is major non-compliance with legal requirements which have lead to significant risks to food safety. There are major and widespread lapses in safe food handling practices and procedures. You are failing to apply many of the controls needed to prevent cross-contamination. You must address all the contraventions as a matter of urgency as there are many that are critical to food safety. A revisit is planned and formal enforcement action is likely. **(Score 20)**

#### 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.

**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:

- general poor standard of cleaning
- red cutting board stabilised with wet cloth

**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 :

- raw and uncovered burgers stored next to prepared and uncovered salad
- red cutting board used to prepare vegetables
- green cutting board propped up behind the sink where it was exposed to splashes from washing of raw meat etc

**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:

- have separate and identifiable food equipment (cutting boards, containers and knives etc) for raw foods like meat and for ready to eat food like salad vegetables

**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:

- the green cutting board was propped up behind the sink taps

**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.

**Guidance** Equipment, utensils, dishes and wrapping materials used for RTE foods are not to be stored in open storage (i.e. a storage area that cannot be closed) underneath a worktop where preparation of raw foods is undertaken as this could lead to cross-contamination.

**Recommendation** Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

**Recommendation** Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised

### 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

- it was not possible to tell how old food was because of a lack of date coding
- many, nearly empty, bottles of garlic sauce were being stored in the fridge alongside full bottles all without any shelf life indication
- cardboard was on the floor by the back door

- grease soaked cardboard was inside the domestic fridge (front of house)
- black plastic bin liner placed inside the bowl mixer
- bags of polystyrene cartons left on a the floor were there was no floor covering present

## **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. Improvements are needed in hand and/or equipment washing facilities. 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 and Equipment**

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

- the cooker canopy was very greasy and filters were missing
- the interior of fridges
- floor wall junctions
- wall tiles yellow with grease
- hand contact surfaces like light switches grubby
- holes in walls where fixtur es had been removed
- high level cleaning poor and cobwebs seen
- mastic seals at all wall floor junctions black

**Contravention** The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- missing edging strip to counter near the back door

**Recommendation** Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning and disinfection.

### **Maintenance**

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

- trunking is broken and hanging down both in the rear kitchen and the cooking area
- the door catch to the walk in chiller is broken and the door held shut with an can of oil
- penetrating dampness and flaking paint to the ceiling above the back door
- missing filters in the canopy could lead to a fire hazard

## Facilities and Structural provision

**Contravention** The lighting was not sufficient to allow safe food preparation and thorough cleaning in the following areas:

- the single light in the preparation area was insufficient
- the light was not working in the walk in fridge

## **3. Confidence in Management**

There is major non-compliance with legal requirements. Your food safety management system was not written down. Some staff not suitably supervised instructed and/or trained in food hygiene. You have a varying track record. 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** 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. Implement Safer Food Better Business (SFBB) or an equivalent food safety management system:

- The SFBB pack you showed me had not been filled in. No Safe methods had been completed and the last Dairy entry was from December 2012

**Observation** On closer examination it was apparent you had in your possession someone else's Safer Food Better Business pack and were attempting to pass it off as your own.

**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](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Information** Contact us for details of our Safer Food Better Business workshops on 01603 212747 or visit our webpage [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Recommendation** You can buy a printed copy of Safer Food Better Business or a diary refill pack from Coventry City Council use the link on [www.norwich.gov.uk/sfbb](http://www.norwich.gov.uk/sfbb)

## 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
- staff hygiene and training is inadequate
- waste management is poor

**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.

**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:

- cross contamination from open raw burgers stored next to uncovered salad vegetables

**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
- the pack had not been completed

## Waste Food and other Refuse

**Legal Requirement** The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

**Contravention** The following evidence indicated that waste food was not being disposed of appropriately:

- no waste contract note could be found

**Contravention** The following evidence suggested you were failing to dispose of fats, oils and grease appropriately:

- you could not tell me who collects your waste oil

**Legal Requirement** If you have waste you have a duty of care to:

- ensure that the person who takes control of your waste is licensed to do so.
- take steps to prevent it from escaping from your control.
- store it safely and securely.
- prevent it from causing environmental pollution or harming anyone.

- describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else.

### Training

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

- you had very little awareness of basic food hygiene practices

### 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:

- you had no policy on fitness to work

### 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.

**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.

**Information** You must remember to include in your list of allergens those that are in the ingredients that you use. Food manufacturers must now declare allergy causing ingredients on their pre-packed foods so always read the label.

**Information** You can obtain more information from the Trading Standards website [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**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 up-front, 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

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

**Recommendation** Add allergy information to your menu

## **HEALTH, SAFETY AND WELFARE**

### **Gas Safety**

**Legal Requirement** Every employer or self-employed person must ensure that any gas appliance, installation pipework or flue installed under his control is maintained in a safe condition to prevent risk of injury

**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:

- You could not demonstrate the gas installation and equipment had been inspected

**Recommendation** As a matter of urgency arrange for an inspection to be carried out by a registered Gas Safe engineer who will ensure the gas appliance, installation pipework or flue is working safely

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

**Information** It is reasonable to have a gas safety check done on all gas fittings and appliances annually

**Information** For more information visit [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)



