

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Pizza Express
Address of food business:	15 St Benedicts Street Norwich NR2 4PE
Date of inspection:	11/04/2018
Risk rating reference:	18/00588/FOOD
Premises reference:	15340/0015/0/000
Type of premises:	Cuisine - Pizzeria
Areas inspected:	Main Kitchen, Storeroom, Other, Cellar, Dry store, Yard, Servery
Records examined:	FSMS, Cleaning schedule, Temperature control records, Third party audit
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizzeria

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

Your Food Hygiene Rating is 4 - a good standard



1. Food Hygiene and Safety

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

Contravention The following exposed food to the general risk of physical contamination with dirt or foreign objects:

- the underside of the cheese container had been placed in contact with open hard boiled eggs stored below it

Hand-washing

Observation Hand washing was managed well and wash-hand basins were well stocked with hand cleaning material.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Recommendation Although prepared salad was not kept in the cold well after the lunchtime service (less than 4 hours) I would recommend you include the cold well in your temperature checks.

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:

- paint work to door frame in wash up area was chipped and grubby
- high level cleaning, cobwebs on window frame

Maintenance

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

- bottom shelf to dry cupboard requires repair
- repainting to walls and woodwork needed
- numerous holes and cracks in storeroom walls require filling
- broken plaster to wall at low level next to upright freezer
- cracked tiles on draining shelf
- window in wash up area has signs of rot and is in need of renovation (mentioned in the last report)

Facilities and Structural provision

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

- around the pizza oven

3. Confidence in Management

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. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Your Food Safety Management System

Contravention You must take note of the number of outstanding maintenance issues highlighted in your own audits and schedule work in for repair.

Observation Your food safety management system was in place and working well. I was confident you had effective control over hazards to food.

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

Training

Observation I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training could be made available.

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Allergens

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.

Recommendation The allergen sign posting and cross contamination warning on the menu was written in a very small print. Sign-posting should be clear. Consider putting the information on a poster displayed in the dining area.

HEALTH, SAFETY AND WELFARE

Fire Safety

Contravention The following matters indicated that the risks from fire were not adequately controlled:

- The fire door leading to the basement toilets was held open on a hook despite a warning on the door to keep the door shut. Remove the hook and keep the door closed.

Falling Objects

Contravention The sash window in the wash-up area was in need of overhaul. The condition of the window was such that parting beads were damaged and part missing and there was sign of rot due to probable water ingress around the top of the frame. The pointing above and below the window was missing and the external sill had disintegrated.