



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Piccolos
Address of food business:	74 Prince Of Wales Road Norwich NR1 1NJ
Date of inspection:	05/07/2018
Risk rating reference:	18/00775/FOOD
Premises reference:	13/00192/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Storeroom, Dry store, Basement
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fast food 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 1 - major improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. There are significant lapses in safe food handling practices and procedures. You are failing to apply some of the controls needed to prevent cross-contamination. 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)**

Contamination risks

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: storing food containers directly in contact with the food underneath in another container

- containers of food were being stored directly in contact with the food in the containers underneath i.e prepared cabbage and onions
- a food handler was seen preparing raw chicken at the washing up sink without wearing any protective overclothing, they rinsed their hands under running water at the washing up sink without using soap and then walked into the area where cooked food was being served
- dirty cloths were seen directly on the green chopping board

- onions were being stored on the floor in the downstairs storeroom

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 :

- ready-to-eat foods i.e cheese slices were being stored on top of raw foods i.e burgers

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

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

Hand-washing

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

- there was no hot water to the wash hand basin in the kitchen
- there was no towel to the wash hand basin to the WC

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

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

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:

- food handlers were seen not wearing protective over clothing while preparing food

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

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

Temperature Control

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

- the table top fridge storing cooked chicken, bacon, pepperoni and pizza toppings temperature was reading 22°C
- a packet of spicy mince, ham and sliced pepperoni stored in the freezer had defrosted as they were being stored above the freezer line. Ensure food is placed in the freezer below the freezer line to ensure that it stays frozen.

Recommendation I recommend that you purchase a probe thermometer (and probe wipes) to monitor food temperatures.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements

- 2 pots of coleslaw were being stored beyond their 'use by' date of 4/ 6
- the food stored in the table top fridge as it was out of temperature control.

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

- carrots were being stored beyond their 'best before' date of 2/7
- prepared food in the fridges had not been labelled of when it had been opened or prepared making stock control difficult
- open can of cooking oil stored underneath the wash hand basin.

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a day or date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday.

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

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

- flooring next to the Polar fridge
- ceiling dirty in the servery area
- light switch to the WC
- cobwebs were seen to the ceiling above the chest freezer downstairs

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:

- around the blade to the table top can opener
- seals to the Inomak fridges
- the small chest freezer downstairs needs defrosting as the lid could not close
- shelves to the interior to the Inomak fridge
- interior to the microwave

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:

- wash hand basin was coming away from the wall and wasn't in use
- cracked tiles to the flooring throughout the premises
- handles missing to the glass door fridges
- leak to the WC
- leak to overhead pipe downstairs
- no door to the WC
- diffusers missing to the fluorescent lights
- wall where boiler is sited is in a poor state of repair
- gap to wall

Recommendation A plastic diffuser cover is recommended on all fluorescent strip lighting. These can be removed for cleaning and will help contain glass fragments in the event of a breakage

Facilities and Structural provision

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

- the wash hand basin in the kitchen

Pest Control

Contravention The board covering the window was ill fitting allowing pests access to the premises. The door or frame must be adapted to prevent access

3. Confidence in Management

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. 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.

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 points at which control is essential
- Establish 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 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.

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

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
- Plant and/or equipment is poor
- Staff hygiene and training is inadequate
- Services and facilities are inadequate

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:

- food stored in the table top fridge out of temperature control
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Recommendation Labelling perishable food with the date it must be used or discarded will help you rotate your stock and demonstrates you have effective controls in place.

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:

- not wearing protective overclothing while preparing foods
- hand washing
- temperature control
- stock control

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

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. 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 gastrointestinal 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

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

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

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

- foods served at restaurants and canteens
- takeaway 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)

Recommendation Add allergy information to your menu

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