



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Earlham Pizza House
Address of food business:	32 Earlham West Centre Norwich NR5 8AD
Date of inspection:	31/07/2018
Risk rating reference:	18/00812/FOOD
Premises reference:	18/00049/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen
Records examined:	SFBB, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizza 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

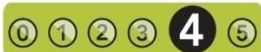


Food Hygiene Rating Re-Scoring Visit

Date: 07/03/2019

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 4 – a good standard



Inspectors notes:

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)**

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:

- Uncovered bowls of prepared salad vegetables had been stacked on top of each other so that the bottom of one bowl was in direct contact with food.

Contravention The hot water had not been switched. You must ensure that hot water is available during trading.

2. Structure and Cleaning

The structure, facilities, cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are satisfactory. The minor contraventions require your attention. **(Score 5)**

Observation I was pleased to see you had addressed the majority of issues raised.

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

- wash hand basins
- floor underneath the pizza oven

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Contravention You had not filled in the cleaning schedule.

Contravention You still need to complete the following sections on your SFBB pack:

- ready to eat food
- hot holding

Contravention You had filled in an allergen chart however some of the information on there was incorrect. You must review this and ensure that it is correct.

Contravention You had not implemented a system to identify when open or prepared foods need to be used by or discarded to ensure the food is fit for consumption.

Original food hygiene inspection

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:

- raw foods i.e chicken was being stored next to ready-to-eat foods i.e prepared salads (lettuce and onions) in the 3 door Polar fridge
- raw foods i.e doner kebab meat was being stored next to uncovered ready-to-eat foods i.e chocolate fudge cake in the Polar chest freezer

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 foods i.e burgers were being stored above ready-to-eat foods i.e chocolate fudge cake in the under counter larder fridge
- the same single set of tongs were being used to flip nearly raw and cooked burgers

Contravention The following exposed food to the risk of chemical contamination:

- cleaning chemicals were being stored next to food products. Provide suitable storage space for cleaning materials away from food items

Contravention You did not have a dishwasher and could not demonstrate effective heat disinfection of food equipment and utensils used for both raw and ready-to-eat (RTE) foods. Undertake the following work:

- provide separate containers for use with raw foods preferably coloured red
- provide separate tongs and other utensils for use with either raw or ready-to-eat food. These should be identified by different styles or colour (red equipment is normally used for raw meat) and must be washed and stored separately.

Information The FSA (visit www.food.gov.uk for more information) 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 handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- through 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

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) must be stored and washed separately.

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

Hand-washing

Contravention there was no soap or hygienic towel to the wash hand basin in the WC

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

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:

- there was no protective overclothing being worn

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;

Legal Requirement You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

Temperature Control

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

- garlic butter was being stored at ambient temperature
- prepared salads were being stored at ambient temperature
- sauces were noted stored at room temperature. The manufacture's recommendation is that such products are refrigerated once open

Legal Requirement If you rely on selling cold food (displayed over 8 °C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

Recommendation Your SFBB pack contains details of how to calibrate your probe thermometer so you can be sure it is giving the correct reading. Discard the probe if it deviates by more than +/- 1 degree C

Recommendation I recommend that you purchase probe wipes for your probe thermometer

Unfit food

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.

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

- covering pizza dough with bin liners
- uncovered foods i.e chocolate fudge cake was being stored in the freezer
- uncovered foods were being stored in the under counter fridge under the counter
- uncovered foods i.e shish kebabs were being stored in the freezer between and on bin liners. Use food grade bags to store food in
- food stored in the fridges and freezers with no date of when opened or prepared

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:

- ceiling in the pizza preparation room
- flooring underneath the pizza oven
- mastic to the wash hand basin
- flooring/wall junction underneath equipment needs more attention

Cleaning of Equipment and Food Contact Surfaces

Contravention The following surfaces or equipment in contact with food were dirty and require cleaning:

- electric fly killer in the survery
- interior to the Beko larder fridge
- a build up of ice to the interior of the 3 door Polar fridge
- seals to both of the Polar 3 door fridges
- seals to the Beko larder fridge
- food containers

Contravention The following surfaces or equipment in contact with food could not be effectively cleaned and should be discarded:

- doors to the interior of the fridges still had the manufacturers packaging on, remove packaging to enable cleaning

Cleaning Chemicals / Materials / Equipment and Methods

Contravention Hand contact points are dirty. Thoroughly clean and maintain in a clean condition all touch points for example light switches, telephones, door handles, taps and handles to minimise the risk of cross contamination. It is good practice to use a sanitiser in order to minimise the build-up of bacteria

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, 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:

- no diffusers to the fluorescent lights in the pizza preparation room
- flooring was damaged in the pizza preparation room

Facilities and Structural provision

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

- It was noted that the toilet opened directly into the room where food was being handled. Toilets must not open directly into a food room and arrangements must be made to fit a door to the lobby

Contravention Filters were missing from their position in the canopy. Appropriate filters must be installed immediately to reduce nuisance from odours and avoid grease accumulation in inaccessible parts of the ducting.

Pest Control

Contravention the back door was left open allowing access for flies and which were seen inside the premises. The door must either be kept closed and an alternative means of ventilation provided or must be fitted with an insect-proof screen/curtain which can easily be removed for cleaning.

3. Confidence in Management

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. Some staff not suitably supervised instructed and/or trained in food hygiene. 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

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

Food Hazard Identification and Control

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

- Staff hygiene and training is 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:

- storing raw foods above and next to ready-to-eat foods
- uncovered foods stored in the fridges and freezers

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
- Cooking

Observation your SFBB pack was in a disorderly state and needs re-organising, as this belonged to the previous owner I recommend that you go through your pack and audit it or that you purchase a new pack

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

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 cleaning schedule
- Staff training records

Contravention The following are examples 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

- it states in your pack that you do not hot hold food, you hot hold Doner meat
- it states in your pack that you do not store ready-to-eat foods i.e salads and chocolate fudge cake
- it states in your pack that black tea shirts and hats are worn

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

Observation I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available. However I feel that you are lacking in crucial food knowledge and need to do a refresher course on food hygiene

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 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

