



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Papa Johns
Address of food business:	96 Colman Road Norwich NR4 7EH
Date of inspection:	22/08/2018
Risk rating reference:	18/00844/FOOD
Premises reference:	15/00075/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	FSMS, Cleaning schedule, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizza take away-part of national chain

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 2 – 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 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 desserts in bulk freezer
- flies were seen circulating throughout premises. Likely due to rear doors being open throughout my inspection
- staff were not aware of the allergens in the foods they were handling

Hand-washing

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

- no paper towels at wash hand basin in staff wc. Staff informed me that they were using the dedicated wash hand basin in pizza make up area as this had means to dry hands.

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

Observation There was a sticker on the soap dispenser in staff WC to 'dont use'. Staff were therefore not washing their hands in this sink and using the dedicated wash hand basin in pizza make up area. If proper daily management checks were being completed this sticker with the poor personal hygiene instruction would have been seen.

Personal Hygiene

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

2. Structure and Cleaning

The structure, facilities, 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. We will 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:

- cobwebs to ceilings and walls in rear store room
- wall/floor joints in rear store room
- flooring to walk-in freezer
- you need to de-scale the staff wc pan
- very large build up of dead insects to insectocutor in main food preparation area
- behind and under equipment in rear store room
- cobwebs to fire extinguisher in corridor
- flooring in staff wc lobby
- walls and ceiling in staff wc as cobwebs were seen
- walls, floor and ceiling in rear store room
- the internal base of a broken bulk freezer in rear lobby was filled with rotten food. When opening the lid there was an over powering stench of 'off' food. You need

- to remove the broken freezer from the premises urgently
- flooring under large washing up sink in rear store area.
- behind equipment in store room
- gaps to lino floor in dry store was ill fitting and creating dirt traps
- large wood doors were very dirty in rear store room.
- ingrained dirt to floor of walk-in bulk fridge around metal stripping
- The rear store room which contained the large wash up sink was very cluttered and untidy. It contained a bicycle, mechanical tools, damaged and broken, redundant equipment, piles of used flattened cardboard boxes, advertising boards etc. You need to remove all non essential items from the store room to be able to properly and thoroughly clean this room. This will also enable you to be able to check for signs of pests.

Maintenance

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

- the walk in freezer was not working at the time of my inspection.
- a door to the built under chiller unit in pizza make up table was broken. It was held in position by sitting/propped on cardboard and a pizza boxes
- there was damage to the door to built under pizza make up table. This was secured using frayed duct tape.
- the suspended ceiling was damaged in dry store room and rear corridor.
- rust to upright stainless steel unit in rear store room
- pooling of water in staff wc. You need to identify the source of the leak and urgently repair. This pooled water was also creating a slip hazard.
- damage to tiled wall in lobby area containing wash hand basin for staff
- damage to wall near rear door in rear store room.
- damaged/missing handles to bulk freezers
- rust to condenser in walk in fridge
- water was leaking from the condenser in the walk in fridge and being collected in a bucket.
- loose hot tap to dedicated wash hand basin in pizza make up table. It would spin when turning on the hot water supply
- no internal light to bulk freezer

Facilities and Structural provision

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

- rear door was open which would allow access by pests. This door must be kept closed at all times to prevent access of pest into the building.
- windows were open in staff wc for ventilation. If this is a regular occurrence for ventilation you will need to fit cleanable, easily removable fly-screens.
- daylight could be seen to wood slats to rear door. You need to pest proof the gaps

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Some minor issues were identified relating to staff supervision and training. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Food Hazard Identification and Control

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

- cleaning is poor
- maintenance is poor

Proving Your Arrangements are Working Well

Contravention The following matters are needed in order to demonstrate you Food Safety management system is working as it should:

- gaps to your temperature control records in the daily operations book
- when checking your temperature checks to ensure they have met your critical limits i.e. below 4°C I was unable to check them due to the illegible staff hand writing.
- no written evidence that you were calibrating your thermometers monthly. There were also no historical completed 'Management Audit Sheets' which are integral to following Papa Johns HACCP system. Your manager could not explain why these had not been completed.

Training

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

- according to your food safety management system staff that prepare foods should be wearing a short sleeve polo shirt, cap and clean trousers. This was not being followed as food handlers were seen not wearing aprons when preparing pizzas.
- a staff member who your manager informed me was a pizza delivery driver was observed placing cooked pizzas from the oven into pizza boxes for delivery. Given this task he becomes a food handler and should be wearing an apron.
- staff informed me they had not received any training on Papa Johns food safety practises and procedures.
- there was no written record that your staff had received food hygiene training on Papa Johns written food safety procedures
- when I questioned staff and your manager they were unable to tell me what allergens were in the foods they were preparing and handling. I had to show

them the Papa Johns allergen poster which listed all the 14 allergens that food business must identify and control on display at the front counter

- management checks were not being completed and signed off by the manager. Had the manager completed these written checks he would also have noted numerous gaps where cooked and chilled temperatures should have been recorded daily by staff. He should also have seen that there was no paper towels to the dispenser and the sticker saying to not use the soap in the staff wc. These are all daily checks according to your food safety management system.

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

Legal Requirement Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles.

Infection Control / Sickness / Exclusion Policy

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

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 up front, clear signposting to where this information could be obtained must be provided.

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.

