

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Pizza Xs
Address of food business:	133 Colman Road Norwich NR4 7HA
Date of inspection:	21/11/2018
Risk rating reference:	18/01013/FOOD
Premises reference:	15/00394/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	FSMS, SFBB, Temperature control records, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizza take away with delivery service. Serving local community

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 3 - a generally satisfactory 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 cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- Uncovered foods in built under freezer in the main food preparation counter

Observation Contamination risks were generally controlled well

Hand-washing

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

- There was no hot water supply to dedicated wash hand basin in main food preparation area (although another with hot water was available).

Personal Hygiene

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

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:

- The flooring around rear exit door.
- High level cleaning to walk-in cupboard near the dedicated wash hand basin as cobwebs were seen.

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

- The slim wood pallets covered with dirty cardboard under main counter. This was used for a canned drink storage area. Wood and cardboard is not a suitable material in a food room as it cannot be easily cleaned and can harbour bacteria.

Observation The kitchen was generally cleaned to good standard.

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was generally kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

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

- The faulty hot water boiler. No hot water was being supplied by boiler to main wash hand basin in food preparation area. As you cook burgers from raw as well as pizza's nearby it is important that staff have easy access to a wash hand basin with hot and cold water running water.
- The damaged cracked floor tiles in main food preparation area
- The light bulb was missing to walk-in store room next to wash hand basin. It is important that there is adequate lighting for staff to work with and be able to check for signs of pest in confined/difficult to access spaces.

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. Your records are appropriate and generally maintained but some deficiencies were identified. 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)**

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:

- Staff training records.
- Safe method completion sheet had not been filled in.

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

- There were no written temperature records available for November 2018. Taking and recording temperature readings is part of your food safety management system (HACCP). I was informed that they had been taken home by a member of staff.
- According to your food safety management system broken equipment should be repaired and maintained. However this would not appear to have been followed as the boiler supplying hot water to the main wash hand basin in main food preparation was not working and there was not record of when it was to be repaired.

Traceability

Observation Your records were such that food could easily be traced back to its supplier.

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.

Observation Your shift manager was very knowledgeable on food safety matters and practises.

Observation That you had numerous posters displayed regarding good food safety procedures for your staff to follow i.e. sanitising their hands when entering the premises

Infection Control / Sickness / Exclusion Policy

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

Allergens

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

Observation You had clearly shown the presence of allergens in your food on your menu.

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.