



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Ali Andos
Address of food business:	78 Catton Grove Road Norwich NR3 3AA
Date of inspection:	28/03/2019
Risk rating reference:	19/00308/FOOD
Premises reference:	19/00041/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Basement, Main Kitchen, Servery, Yard
Records examined:	SFBB, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	takeaway serving chicken pizza and ice cream deserts

**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 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, foreign objects or chemicals:

- Open salad items for service in area with damaged wall surfaces (broken and missing tiles)
- Pizza dough proving in container with broken lid
- Dirty clothes (t-towels) being used as board stabilisers and for wiping surfaces

**Contravention** You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods:

- Chopping boards
- Tongs

### **Hand-washing**

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

- There was food debris in the wash hand basin
- Staff were not washing hands frequently enough when changing tasks (knocking down pizza dough without washing hands first)

### **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:

- Not using the wash-hand basin regularly
- Wash hand basin being used for other purposes
- Not wearing suitable protective clothing when preparing for food service

Staff who had been preparing and handling raw chicken and salad items during the afternoon only put on their chefs jackets hats and aprons in time for the shop opening at 4pm and after the inspector arrived.

### **Temperature Control**

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

- Hot foods, for service, were being kept below 63°C for over 2 hours. Cooked chicken in the rotisserie was at 34°C

**Contravention** The following evidence indicated there was a risk of harmful bacteria remaining in cooked food or reheated food::

- Chicken was left in the rotisserie to cool before being kept at room temperature awaiting reheating for service

Cooked chicken should either be cooled as quickly as possible and stored in a fridge until required or if to be sold hot, held above 63°C until served.

You could not find your probe thermometer to verify the temperature of the chicken on completion of cook, or following reheating.

### Poor Practices

**Contravention** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- Foods were decanted from their outer packaging and no information was kept about allergens, batch codes or shelf life of the products.

## **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. 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 items were dirty and require more frequent and thorough cleaning:

- Walls particularly behind food preparation surfaces
- Ceiling in servery
- Floor behind and under equipment in servery (fridges and freezers) and in basement
- Wash hand basin
- Hand touch points were dirty (light switches, door handles etc)

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

- Unsealed wooden structures
- Exposed rough plaster to walls
- Bare wood to external rear door

#### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- Fridge and freezer seals
- Fridge shelving
- Can opener
- Deep fat fryers

#### Cleaning Chemicals / Materials / Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- A degreaser was being used as a clean as you go surface cleaner.

A sanitiser was eventually found

#### Maintenance

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

- Floor surfaces holed and damaged
- Broken, chipped or missing tiles in servery and preparation room
- Loose coving/gaps at wall floor junction notably in the basement rooms
- Broken external door doors
- Broken seals to fridges/freezers

### **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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 this means that your food safety management system will be ineffective:

- Staff hygiene and training is inadequate
- Staff were not using the day dots system correctly

**Information** Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

### Proving Your Arrangements are Working Well

**Contravention** You are not working to the following safe methods in your SFBB pack::

- Chilling down hot food
- Personal hygiene / Handwashing/ Protective Clothing
- Cloths / Cross-contamination

### Traceability

**Contravention** You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate:

- Frozen ice cream sorbets (pineapple mango coconut) were unlabelled with no information available as to their source, content or best before date (shelf life)

### Training

**Contravention** The following evidence indicates there is a staff training need as food handlers:

- Were not washing their hands often enough
- Staff wearing false nails and/or wearing jewelry
- Not wearing protective clothing when preparing food
- Were using poor food storage practices (stock control/day dots not applied correctly)

### Allergens

**Contravention** You are failing to manage allergens properly:

Ensure that your allergen information covers all savoury sauces and deserts on your menu

### Health and Safety

#### Gas Safety

The extraction system above the cooking facilities was not being used until 'it gets cloudy' It is recommended that you install an interlock device so that the gas cannot be used unless the extraction system is switched on.

