



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Pizza One And Sweet Tree
Address of food business:	5 St Johns Close Norwich NR1 2AD
Date of inspection:	27/06/2019
Risk rating reference:	19/00513/FOOD
Premises reference:	15550/0005/0/000
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Front of house
Records examined:	SFBB, Cleaning schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe

**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, foreign objects or chemicals:

- unwrapped raw foods i.e bacon and sausages were being stored next to ready-to-eat foods i.e. cream, cheese, yoghurt and mayonnaise in the upright Beko fridge
- raw foods i.e. eggs were being stored above cooked foods such as pasta and chicken and next to ready-to-eat foods such as jam, milk and open fruit juices

**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.

**Guidance** The FSA (visit [www.food.gov.uk](http://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 hand-washing
- \* having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- \* through 2-stage cleaning and the correct use of sanitiser
- \* 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 82°C for 15 seconds) between uses.

**Legal Requirement.** Visitors to rooms where food is handled are required to achieve the same standard of hygiene as food handlers. Provide additional white coats/aprons for visitors

### Hand-washing

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

- wash hand basin was not in use as you informed me that it was leaking

**Legal Requirement** Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

**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:

- staff were not wearing suitable protective clothing

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

### Unfit food

**Contravention** The following foods were past the USE BY date and were thrown away:

- packets of smoked ham were being stored passed their 'use by' of 26/6 and 20/6
- 2 x packets of Brie cheese was being stored passed its 'use by' date of 9/6
- baby leaf rocket was being stored passed its 'use by' date of 24/6
- carton of milk was being stored passed its 'use by' date of 22/6

**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

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

- unwrapped foods i.e parmesan and cut lemon was being stored in door to Beko fridge
- Parma ham, smoked ham and smoked salmon were being stored unwrapped with no date of when opened
- 2 x packets of raspberries were being stored beyond their 'best before' date of 27/6
- blueberries were being stored beyond their 'best before' date of 12/6 and 14/6
- open cans of food i.e cherries and caramel were being stored in the Beko fridge.

**Recommendation** Once opened, canned food which is to be stored should be transferred to plastic covered containers, designed for the storage of food, to prevent chemical contamination of the food

**Guidance** It is an offence to sell food which is not of the nature, substance or quality demanded by the consumer. Food sold passed its 'best before' date could be of a reduced quality so you must check it is OK before you use it.

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

- skirting boards
- flooring underneath equipment

**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.

### Cleaning of Equipment and Food Contact Surfaces

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

- top to interior door to Beko fridge
- seals to Beko fridge
- Interior to Beko fridge
- bottom to Beko fridge door
- small chest freezer needs defrosting
- fitters to canopy
- seals to under-counter fridge used as storage
- interior to microwave

### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that your cleaning materials and equipment were able to minimise the spread of harmful bacteria between surfaces.

### Maintenance

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

- pipes leaking to wash hand basin
- split seals to chest freezer
- missing handles to chest freezers
- lid to chest freezer
- interior to chest freezer
- green cutting board was badly scored and needs replacing

## Facilities and Structural provision

**Contravention** The following facilities were inadequate and must be improved:

- the wash hand basin

## Pest Control

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place

## **3. Confidence in Management**

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)**

## 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:

- cleaning and sanitation are poor

**Contravention** The control methods you have put in place at the following critical control points are not sufficient:

- storing food beyond it's 'use by' date

## Proving Your Arrangements are Working Well

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

- Daily Diary had lapsed since 14/5 there were no records for 2018
- 4-weekly checks
- cleaning schedule
- maintenance / pest control
- personal hygiene / hand-washing
- cleaning/clear and clean as you go

**Information** you need to up date your SFBB pack as you are no longer doing pizza

## Traceability

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

### Waste Food and other Refuse

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

### 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](http://www.norfolk.gov.uk/abc)

**Information** Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

**Information** The Food Standards Agency has produced a chart that you may find useful [www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**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 upfront, clear signposting to where this information could be obtained must be provided.

**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

**Information** There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512

**Recommendation** Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

### H&S Advice

#### **Electrical Safety**

During the inspection it was noticed that you were using an overloaded extension lead, with other extension leads or blocks being plugged in the first lead. This is bad practice and represents a fire hazard.

As an extension lead has a current rating of how much power can run through it, you must check how much power the appliance that you are plugging in takes and make sure that the combination of appliances that you are plugging in does not exceed the extension leads current rating. If the combination is higher than the current rating, you overload the wall socket and it can overheat. You should never plug another extension lead into an extension lead.

Some block adaptors also don't have fuses, this increases the risk of overloading as there will be no 'weak link' to blow and cut the power when a fault occurs.

If you are using extension leads a lot (as in permanently) then the best solution would be to install more wall sockets. If you are using an extension lead to be able to plug something in somewhere other than where the wall socket is, it might be beneficial to get an Electrician to install a wall socket where you actually need it to be.