



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Donnellis Pizzeria
Address of food business:	17 Timberhill Norwich NR1 3JZ
Date of inspection:	25/09/2019
Risk rating reference:	19/00690/FOOD
Premises reference:	14/00327/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizzeria 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
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Your Food Hygiene Rating is 3 - a generally satisfactory standard



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:

- staff were not fully aware of allergens that need to be identified and controlled within your business i.e. staff did not know that egg is used as an ingredient in sponge fingers used in your tiramisu dish
- uncovered foods at the pizza make up table. I was pleased to note that stainless steel lids were found when I brought this to your attention. You informed me they had just been washed and not placed back after cleaning.
- flying insects were seen in the dining area and kitchen. This was likely due to windows and doors being open for ventilation. You later located fly-screens which had been removed for cleaning.

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.

Hand-washing

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

- the wash hand basin was obstructed in the main kitchen by a large black bin
- no means to easily dry hands was available at the dedicated wash hand basin. A blue roll was made available when I brought this to your attention

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.

Personal Hygiene

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

Temperature Control

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

- cold foods for service were being kept above 8°C for over 4 hours i.e. meat pizza toppings. Chilled high risk foods can be kept out of temperature for a single 4 hour period. If you wish to use them after that time they must be then stored under 8°C (ideally between 1-5°C) or destroyed.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date;

- a packet of salami was found well passed its 'Use by date'. This was disposed of straight away when I brought it to your attention. It is the food business operators responsibility to ensure no foods are on the premises passed the manufacturers 'Use by date'.

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 items were dirty and require more frequent and thorough cleaning:

- behind curtain where electrical musical equipment is housed.
- internal surface of ice cream freezer. This also needs defrosting as there was a large build up of ice which made cleaning difficult. I am pleased to note that you intend to do this shortly when you close for a refurbishment.

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

- rough concrete flooring in rear store

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals

Maintenance

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

- chipped/damaged trim to base units in main kitchen

Facilities and Structural provision

Information I was pleased to note that you are to close the premises shortly for a minor refurbishment and will be installing new flooring and equipment.

Pest Control

Contravention There is evidence of pest activity on the premises:

- flying insects were seen in main kitchen

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. 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)

Type of Food Safety Management System Required

Contravention Your SFBB pack was incomplete.

Recommendation You can download or buy a printed copy of Safer Food Better Business or a diary refill pack via our website www.norwich.gov.uk/sfbb

Information If you want to keep everything on your computer or tablet an electronic version of the Safer Food Better Business pack is also available on the FSA website www.food.gov.uk/business-industry/caterers/sfbb

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures at all times when working.

Information Contact us for details of our Safer Food Better Business workshops on 01603 212747 or visit www.norwich.gov.uk

Proving Your Arrangements are Working Well

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

- Daily Diary
- 4-weekly checks
- training records / supplier lists
- maintenance / pest control
- although opening and closing checks were being recorded as completed I do not believe staff who signed them off were fully aware of what they were for. Front of house staff were signing off that your food safety practises and procedures were being completed and/or actioned but had not checked they had actually been done. They were relying on cooking staff having done these checks. You need to review who signs off opening and closing checks to ensure you are following all your food safety procedures.

Contravention The following matters are needed in order to demonstrate your food safety management system is working as it should:

- a few temperature records were missing from your record diary

Traceability

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

Training

Contravention The following evidence indicates there is a staff training need:

- staff did not understand what it means to sign off the 'opening' and 'closing checks'
- staff did not appreciate allergen risks
- food was found well passed its 'Use by' date even though a written record had been signed off that checks had been done to ensure this could not happen. You must ensure you and your staff check for and dispose of any out of date foods

Infection Control / Sickness / Exclusion Policy

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

Allergens

Contravention You are failing to manage allergens properly:

- You have not identified the allergens present in the food you prepare
- You do not have a system for informing customers about the presence of allergens in the food you prepare
- You are not informing customers about the risk of cross contamination with allergens

Information You are required to advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS or you could add allergy information to your menu.

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). The Food Standards Agency has produced an allergen chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf