



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Norwich Pizza And Kebab
Address of food business:	6 Magdalen Street Norwich NR3 1HU
Date of Re-rating inspection:	09/09/2020
Risk rating reference:	20/00161/FOOD
Premises reference:	15/00314/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	Pest Control Report, FSMS, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Kebab and pizza take-away 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

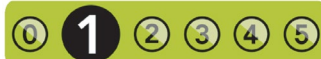
Your new Food Hygiene Rating is 3 – a generally satisfactory standard



Your new scoring was based on the following improvements:

1. New mixer tap installed at dedicated wash hand basing producing constant mix of hot and cold water.
2. Works to large down pipe near large walk-in fridge to prevent pest access
3. Installation of a lobby between W.C. and food preparation area. However this still requires finishing and sealing as constructed of untreated wood.
4. Purchased new refrigerator.
5. I was disappointed that despite making an appointment with you there was still issues with completing your daily diary pages correctly in your Safer Food Better Business pack. This has been mentioned to you on several previous visits.

Your Food Hygiene Rating is 1 - major improvement is necessary



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

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

Hand-washing

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

- no plug was available to the dedicated wash hand basin. As the hot water was very hot it was not possible to mix cold water to enable proper hand washing measures possible.
- the hot water was too hot for comfortable hand washing in the dedicated wash hand basin. You need to reduce the temperature of the hot water supply.

Temperature Control

Contravention The following evidence indicated there was a temperature control abuse/risk of bacteria growing on food:

- when visually checking foods in your fridge the electronic display would rise to show an indicated air temperature of between 9 and 12 degrees Celsius. I acknowledge the door was opening and closing numerous times but you need to adjust the unit so foods are stored below an indicated 8 degrees, ideally between 1 to 5 degrees Celsius.

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. 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:

- floor/wall junctions
- around equipment feet
- high level cleaning
- ceiling
- hand contact surfaces such as light switches and door handles. The external face to the door to the staff W.C. was particularly dirty

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

- unsealed wooden structures i.e. wood surround to new installed staff W.C.

Maintenance

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

- wall surfaces
- floor surfaces
- broken, chipped un-grouted or missing tiles
- worn and / or peeling paint

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- no toilet lobby or inadequate toilet ventilation to newly installed staff W.C.

Information You have recently re-located your staff W.C. and installed a new large walk-in fridge at its previous location. You need to check with building control to ensure this newly installed W.C. meets building regulations. Their phone number is Tel 0344 9803333

Observation I was pleased to note you have installed a new walk in fridge to allow safer food storage

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- uncovered/uncapped soil stack/drain cover. Although no obvious active pest activity was noted during the inspection two dead cockroaches were located near an uncapped soil stack and pipework in the rear food storage/preparation area. I acknowledge that these may have been brought into your premises with food deliveries but you must take measures to ensure no pests can access your building such as from an open/uncapped soil stock. This must be capped or sealed. You should also investigate that there are no possible access points under the newly installed walk-in fridge where your staff W.C was previously sited.

Contravention Your staff are unaware how to protect your premises from the threat of pests. Ensure that your staff are adequately trained.

Information I was pleased to note you have a pest control contract and later called your contractor to check you have no active pest activity on the premises.

3. Confidence in Management

There is major non-compliance with legal requirements. You were failing to apply your written food safety management system. You have a varying track record. The

contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

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:

- pest control is inadequate
- facilities are inadequate

Contravention The following Safer Food Better Business SAFE METHODS are incomplete:

- Cross-contamination
- Cleaning
- Chilling
- Cooking

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:

- training records / supplier lists
- maintenance / pest control

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

- I was pleased to note that you have acquired a new copy of Safer Food Better Business (SFBB). However, I was disappointed to find that opening and closing checks had been completed and signed off for the rest of this week and the following week. This practise/oversight was also found by the previous inspector at the last inspection. This gives me cause for concern that you or your staff are not able to provide sound supporting written evidence that you are following your food safety practises and procedures. There is the possibility that your staff may be falsifying your written records. Having proper written records is a fundamental legal requirement in food safety law that you must have a fully working food safety management system based on HACCP principles with robust written evidence it is being followed. By having pre-completed your daily opening and closing checks this will through doubt on your written records being genuine. I intend to return in approximately 4 weeks to check that the SFBB pack is being completed properly or formal action may be considered to ensure compliance

Allergens

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 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:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

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.

Recommendation Add allergy information to your menu