

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Pizza Go Go
Address of food business:	19 Wensum Street Norwich NR3 1LA
Date of inspection:	04/03/2021
Risk rating reference:	21/00014/FOOD
Premises reference:	20/00324/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	Cleaning Schedule, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizza takeaway

**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 or foreign objects:

- uncovered food i.e prepared peppers were being stored in the fridge

#### Hand-washing

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

- no towel to towel dispenser near the wash hand basin
- no towel to the wash hand basin in the W.C

**Legal Requirement** Wash hand basins must be provided with soap and hygienic hand drying facilities.

**Information** Proper hand-washing is essential in preventing the spread of *E.coli* 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide '*E.coli* - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe

**Recommendation** For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

## 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
- personal belongings i.e an outdoor coat was being stored on the counter

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

**Legal requirement** in order to prevent contamination of foodstuffs, outdoor clothing and similar personal belongings must not be stored in a food room. A locker of similar cupboard would be a suitable means of storing these items

## Temperature Control

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

- the 3 door fridge was not keeping the food below 8°C
- the bench-top chiller was not keeping the food below 8°C
- foods were not being stored at the temperature directed by the manufacturer

**Legal requirement** Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

**Legal requirement** your fridge must operate at a temperature which will keep high-risks food at or below 8°C preferably 5°C. You must either adjust or service the refrigerator. If this refrigerator is not able to hold high-risk foods at or below 8°C, it must be replaced

**Information** All food products should be stored in accordance with the manufacturer instructions. For example sauces were being stored at room temperature when the manufacturer instruction is that they should be refrigerated once open

**Recommendation** The core temperature of cooked and reheated foods should reach 75°C for 30 seconds or an equivalent time and temperature combination.

**Recommendation** I recommend that you purchase a probe thermometer to check food temperatures and probe wipes to clean the thermometer

**Recommendation** I recommend that you record temperatures of hot food checks carried out.

### Unfit food

**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 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 (an exception is rice which should not be kept longer than 24 hours)

### 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:

- open cans of pineapple and olives stored in fridge

**Legal requirement** 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

## **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:

- flooring behind and under equipment
- flooring to walk-in fridge
- damp to ceiling in walk-in fridge

- air vent above pizza boxes
- flooring downstairs

### Cleaning of Equipment and Food Contact Surfaces

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

- fridge and freezer seals
- handle to small freezer
- fridge shelving
- interior to glass door freezer
- microwave
- kitchen utensils i.e tongs, pizza wheels. You informed me that these had been left from the previous evening
- remove the protective wrapping to the pizza dough roller to aid easy cleaning
- filters to extraction canopy
- underneath the towel dispenser
- upright freezer in the downstairs storeroom needs defrosting. You informed me that this was not in use
- electric fly killer and tray

**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 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:

- mop bucket of dirty water stored in kitchen
- worn green scourer/sponge

**Contravention** cardboard cannot be properly cleaned. Do not use it to cover the floor/shelves or work surfaces in food rooms

### Maintenance

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

- splits or holes in flooring
- structure to water pump housed at the bottom of the stairs
- fluorescent bulbs missing downstairs
- hot tap to wash hand basin was loose

- mastic behind the wash hand basin needs replacing
- broken tile to wall behind stainless steel table
- holes to wall tiles
- hole to ceiling
- pvc covering to office chair is so damaged it cannot be cleaned
- flooring in front of the counter is in need of repair

### Facilities and Structural provision

**Recommendation** Do not use cardboard on floor surfaces, as the floor cannot be kept clean. (If floor surfaces are slippery then action should be taken to improve the non-slip property of the floor surface, improve cleaning of the floor to include the drying of the surface and the type of shoes worn by staff should be reviewed)

### 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. However the rear yard was so cluttered with waste materials it may be providing harbourage to pests. You must keep your yard area in a clean condition. All waste material should be removed from site.

### **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)**

### Type of Food Safety Management System required

**Contravention** You currently do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. Although your business is low risk you still require a minimum amount of documentation. This might include your **hygiene rules**, pest control reports, a staff illness and exclusion policy, **a cleaning schedule**, date coding, temperature checks of display chillers, **opening and closing checks** and handover diary etc. You have been provided with the basics by Pizza Go Go Ltd.

### 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
- staff hygiene is inadequate
- waste management is poor

- staff training is inadequate
- staff not wearing suitable protective clothing

**Recommendation** Labelling perishable food with the date it must be used or discarded will help you rotate your stock and demonstrates you have effective controls in place.

### Proving Your Arrangements are Working Well

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

- probe calibration records
- staff training records
- opening and closing checks

### Traceability

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

### Waste Food and other Refuse

**Contravention** there was an excessive accumulation of refuse in the rear of the premises which was causing the fence to buckle under the weight. This must be cleared immediately and arrangements made to prevent other refuse accumulating in the future

**Legal Requirement** The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

### Training

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

- did not know the critical temperature for cooking foods
- were using poor food storage practices
- did not know how long to stay off work after illness.
- were not cleaning properly

### Infection Control / Sickness / Exclusion Policy

**Guidance** Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

## Allergens

**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.