



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Pizza Hut
Address of food business:	365 Aylsham Road Norwich NR3 2RX
Date of inspection:	16/04/2021
Risk rating reference:	21/00039/FOOD
Premises reference:	11/00215/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizza takeaway, part of national chain with local food delivery service

**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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

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)**

#### Hand-washing

**Observation** I was pleased to see hand washing was well managed.

#### Temperature Control

**Observation** I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

#### 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;

- numerous un-opened bags of prepared onions, salad and mushrooms with a manufacturers 'Use by' date were found well past their shelf life. This also indicates that the procedure for checking and disposing of out of date food was not being followed over several days

**Legal Requirement** Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

## **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:

- around equipment feet
- ceiling

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

- mdf or chipboard shelves
- floors
- unsealed wooden structures
- painted wall behind the food preparation surface
- chipped dented wooden architrave

### **Maintenance**

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

- floor surfaces
- splits or holes in flooring
- broken, chipped ungrouted or missing tiles
- worn and / or peeling paint
- loose coving at wall floor junction

### **Facilities and Structural provision**

**Information** I was pleased to note you are in the process of purchasing a new walk-in freezer and repairing or replacing damaged flooring in main kitchen area.

## Pest Control

**Contravention** Pest proofing is inadequate particularly in the following areas:

- it was noted that an exterior door was propped open for ventilation. This open door may allow pests to access your premises. If this is a regular occurrence you will need to fit a pest proof screen, door or hanging metal pest proof chain to prevent access by pests

## **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)**

### Proving Your Arrangements are Working Well

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

- not following opening and closing checks on your HACCP 'app'.
- numerous foods were found past the indicated 'Use by' dates in your fridge and not discarded as per your written food safety procedures
- food handling staff not wearing the stipulated company protective clothing

### Traceability

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

### Training

**Observation** I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

### Infection Control / Sickness / Exclusion Policy

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

### Allergens

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

**Observation** You had clearly shown the presence of allergens in your food on your menu.

**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.