

**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                  |   |
|----------------------------------|---|
| Name of business:                | FireAway Norwich  |
| Address of food business:        | 46 St Benedicts Street Norwich NR2 4AQ  |
| Date of inspection:              | 27/04/2021  |
| Risk rating reference:           | 21/00046/FOOD   |
| Premises reference:              | 21/00083/FD_HS  |
| Type of premises:                | Food take away premises   |
| Areas inspected:                 | Main Kitchen, Servery, Cellar, Basement   |
| Records examined:                | Pest Control Report, Temperature Control Records, Training Certificates/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   |
| <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)**

#### 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 was being stored in the fridges

**Recommendation** Chopping/cutting boards were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

**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:

- there was no hot water to the wash hand basin
- there was no soap or towel to the wash hand basin in the wc

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

## 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:

- food handlers were seen wearing watches

**Legal requirement** Staff should not wear jewellery i.e watches that could present a risk of contamination

## 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.

## 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:

- no dates on open foods of when opened in the fridges
- food i.e olives were being stored in opened cans in the 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

**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.

## **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:

- floor/wall junctions
- wash hand basin
- flooring next to chest freezer
- flooring under equipment
- electric sockets
- controls to pizza oven
- air vent to wall

### Cleaning of Equipment and Food Contact Surfaces

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

- can opener
- fridge seals
- interior bottom to fridge
- door handle to upright freezer
- interior bottom to upright freezer
- touch points were dirty (light switches, door handles etc)
- food surfaces
- shelf to stainless steel table

### 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:

- scourer was very worn

### Maintenance

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

- bare brick to wall surfaces in the basement, this needs to be sealed/painted to

- leave a smooth impervious surface that can be easily cleaned
- split seals to fridge/freezer

#### Facilities and Structural provision

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

- no hot water to 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**

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. Provide a simple documented system such as 'Cook Safe' or Safer Food Better Business (SFBB).

**Contravention** Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.:

**Information** The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

**Observation** I was pleased to see that you were monitoring and recording fridge temperatures

#### Food Hazard Identification and Control

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

- daily records
- cleaning schedule
- suppliers lists
- probe calibration records
- staff training records
- dealing with customer complaints
- pest control records

## 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.

## Training

**Contravention** The following evidence indicated there was a staff training need:

- a food handler was unaware of how to take the temperature to the chest freezer as they were recording the control setting on the front of the freezer and not the actual interior temperature to the freezer

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**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

**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.

