

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 inspection:	12/10/2021
Risk rating reference:	21/00246/FOOD
Premises reference:	15/00314/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	Pest Control Report, Training Certificates/records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Kebab and pizza takeaway 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 Complaint EH21/12443- alleged mouldy strawberry cheesecake

We received a complaint that someone had received a mouldy strawberry cheesecake from your business recently. I was unable to make contact with the complainant, and they did not send in photos as requested, so I am not progressing this matter.

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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Food Hygiene Rating Re-Scoring Visit

Date: 17.11.2021

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

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



Inspectors notes:

At the re rating unannounced visit you had made significant improvement to cleaning and structural improvements.

You have and are using your SFBB Catering pack.

However you still need to ensure staff have a greater understanding of cross contamination risks between raw and ready to eat foods, and the controls needed.

You also need to work on your allergen identification, labelling and bringing this to the attention of customers.

1. Food Hygiene and Safety

Food hygiene standards 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)**

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:

- Raw burgers stored directly next to open salad in the display chiller- divide screen broken.
- Same style tongs used on griddle for raw as for salad. You do not have a dishwasher or use a 2 sink wash up method.
- Tongs for salad laying in salad
- Yellow fabric wiping cloths
- In the walk in freezer unwrapped raw burgers were laying on top of unwrapped burger buns and icecream containers. These must be stored separately.
- Clean different coloured chopping boards were laying directly on top each other. These must be stored so they do not touch. Ideally use a rack.

Contravention You could not demonstrate effective disinfection of equipment and utensils used for both raw and ready-to-eat foods, either by heat or an adequate dishwasher cycle. Separate equipment and utensils must be provided. Such equipment should be easily identifiable (e.g. colour coded) and must be stored and washed separately.

Contravention You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods.:

- storage containers
- tongs.

Information Equipment, utensils, dishes and wrapping materials used for ready-to-eat foods must not to be stored in open storage where there is a risk of contamination (i.e. underneath a work top where raw foods are prepared).

Guidance The FSA (visit www.food.gov.uk for more information) has issued guidance on controlling E.coli 0157 through:

- * the complete separation of raw and ready-to-eat food
- * the correct use of wash-hand basins and thorough hand washing
- * having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- * through 2-stage cleaning and the correct use of sanitisers
- * and by controlling the risks posed by soily vegetables.

Recommendation Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately. Ideally different style or coloured tongs for raw and ready to eat.

Recommendation That disposable paper towels be used for wiping.

Hand-washing

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

- no soap was available to the WC basin
- no means for hygienically drying hands was available to the WC basin.

Information Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Handwashing should include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re contaminating their hands

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria surviving and/or growing on food:

- food temperatures of food cooked and held hot were not being monitored as you had no temperature probe. Visual checks on their own are not sufficient.

Observation You were monitoring fridge and freezer temperatures.

Guidance It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

Recommendation In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75°C for 30 seconds or an equivalent time/temperature combination (e.g. 80°C for 10 seconds).

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)

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
- behind and under equipment
- Mastic joints behind sinks
- floor behind and under equipment
- door to passage
- tap tops
- walk in freezer floor and door

Information A detergent is a chemical used to remove grease, dirt and food and is used in the first cleaning step.

Information CORRECT DILUTION: many chemicals are supplied in concentrated form and must be diluted before use. You must follow the manufacturers instruction so that you dilute the chemicals correctly with water

Information Disinfectant: is a chemical that kills bacteria

Information Different sanitiser requires different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Recommendation Remove redundant items and equipment from food rooms.

Cleaning of Equipment and Food Contact Surfaces

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

- fridge and freezer seals
- hand contact surfaces such as equipment handles
- can opener base and underside
- food storage containers-lids and bases
- green plastic lids covering dough and metal slats for stacking pizza
- behind the roller on the dough roller- hard dough may contaminate new product but will provide a food source for pests
- underside corners of lid to table top chiller

Information Please refer to

www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance

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::

- you are not using the 2-stage cleaning technique
- you did not have appropriate cleaning chemicals available. You had no sanitiser.

Information You must ensure that the sanitiser you use is effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

Guidance Even when using a surface sanitiser you should be following the 'two-stage' cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

Recommendation Use disposable paper wipes for cleaning and for mopping up spillages.

Recommendation Store items such as mops, buckets and rags in an area, room or cupboard separate from food areas.

Maintenance

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

- damaged ceiling above where pizza dough trays are stacked
- swollen and damaged Formica shelf by sink.

Pest Control

Observation Given that there have been pest problems at the premises before, I am concerned that the contract book you showed me was from 2020, and appears to have been for one off visit. This was with Black Cat Pest Control. Although you claim that they have visited since, no reports were available to verify this.

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises.

Recommendation Employ the services of a pest controller.

3. Confidence in Management

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Information The absence of any completed 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.

You had a SFBB Catering pack, and were using the diary pages, but the front of the pack, the Cooking, Cleaning, Cross contamination, and Chilling were not completed. You have been advised about using the pack before.

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
- maintenance is poor
- staff training is inadequate

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- cross-contamination
- bacterial survival and growth.

Contravention The following SAFE METHODS are missing from your Safer Food Better Business pack::

- 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.

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

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available. Key staff have done Level 2 food Safety training, and certificates were seen.

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 gastro-intestinal illness stay away from work until symptom-free for 48 hours.

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

Information Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf
I left you a chart to complete.

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

Information There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512

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