



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Zizzi
Address of food business:	25 Tombland Norwich NR3 1RF
Date of inspection:	27/10/2021
Risk rating reference:	21/00295/FOOD
Premises reference:	20/00265/FD_HS
Type of premises:	Cuisine - Italian
Areas inspected:	All
Records examined:	FSMS, Training Certificates/records, Temperature Control Records, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant, part of national chain 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
<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 4 - a good standard



### **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**

**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:

- worn chopping boards.
- clear, clean glasses on a tray sited on the dedicated wash hand basin behind the bar.

#### **Hand-washing**

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

- the wash hand basin was obstructed in wash up area
- the drainage to the wash hand basin was inadequate in main kitchen.
- no means for hygienically drying hands was available behind the bar

- the wash hand basin in main pizza make up room was very slow to drain and likely blocked. This needs investigating and remedying

**Legal Requirement** Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

### Personal Hygiene

**Observation** I was pleased to see that standards of personal hygiene were high.

### 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; did not conform to food safety requirements; :

- no 'Use By' date was seen on a goats cheese in under counter chiller in main pizza make up area. I was pleased to note that the cheese was disposed of when brought to your attention.

## **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
- around equipment feet

### Cleaning of Equipment and Food Contact Surfaces

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

- fridge and freezer seals
- you need to defrost some freezers as there was a large build up of ice.
- damaged seals to freezers.

### Maintenance

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

- floor surfaces
- water leak to base of under counter chillers in main pizza make up area. Water was pooling and excess water soaked up using mop heads.

- damaged plastic storage containers under wash hand basin in main pizza make up area. Hazard tape was used as a repair.

### **3. Confidence in Management**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

#### **Proving Your Arrangements are Working Well**

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

- some hand written temperature recording of cooked foods was difficult to read in your HACCP daily recording book. You will need clear written evidence that you have met your critical units in any due diligence defence. And also, as evidence staff are following and fully trained on your written procedures.

#### **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.

#### **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.