

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	TheFatFoxPizzaDen
Address of food business:	Basement And Ground Floor 33 Prince Of Wales Road Norwich NR1 1BG
Date of inspection:	24/11/2021
Risk rating reference:	21/00373/FOOD
Premises reference:	20/00127/FD_HS
Type of premises:	Cuisine - Pizza Delivery & Takeaway
Areas inspected:	Servery, Main Kitchen
Records examined:	SFBB, Temperature Control Records, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizza and hot food 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 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

Your Food Hygiene Rating is 3 - a generally satisfactory standard



Food Hygiene Rating Re-Scoring Visit

Date:10.6.2022

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 5 – a very good standard



Inspector's notes:

Food Hygiene and Safety- (Score 5)

Most items outlined in the inspection report have been attended to. Ensure shell eggs are regarded as raw and kept away from ready to eat foods in storage. Also pay attention to good stock rotation. You are monitoring the chill well temperatures and maintaining an additional temperature log.

Structure and Cleaning- (Score 5)

Most items outlined in the inspection report have been attended to. The bare wood and uneven surfaces which make cleaning more difficult remain to the small unused rear door. You agreed this will be actioned. Please remember to plan future maintenance, such as redecoration of the main preparation area ceiling.

Confidence in Management- (Score 5)

Items outlined in the inspection report had been attended to. Ensure you use the diary pages fully, as the pack is designed to be used as a whole rather than using other documents.

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, foreign objects or chemicals:

- eggs were stored above ready to eat foods
- damaged equipment is in use that could shed broken particles- spoon handles
- outer cardboard boxes in fridge-could be source of bacteria and physical contamination
- pin board located close open food
- tea towels used to stabilise chopping boards

- uncovered foods and thus undated as date coding had been on cling film
- practices such as placing unwrapped food such as brie on dirty shelving
- people, not involved in the business, and wearing no washable overclothes were permitted in the Kitchen.

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 handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 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.

Information You have identified a separate area for raw meat handling.

Hand-washing

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

- no means for hygienically drying hands was available at one 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.

Also that soap and paper towels be dispensed from the wall mounted dispensers provided.

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. Long sleeved tops were worn under the Company t-shirt and apron.

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

Temperature Control

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

- cold foods, for service from the toppings wells were being kept for long periods without being included in any temperature monitoring. Do not rely upon taking the temperature of the unit below, as this is unlikely to reflect the well temperatures. (The temperature was checked, and found to be satisfactory).

Observation I was pleased to see you were generally 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. You have probe thermometers, wipes and were monitoring all other temperatures satisfactorily.

Recommendation That you record when you calibrate the probe.

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;

- Spinach past use by date.

Information High risk items bear a use by date. You must not sell, use or intend to sell such items and should ensure you have checks in place to remove these from use.

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)

Although you had generally good day dot systems, these were not evident as cling film had been removed.

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::

- Many tubs of food were uncovered.

Recommendation Discard redundant equipment such as containers, and wooden pizza board. Clutter does not enable effective cleaning.

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
- behind and under equipment
- high level cleaning
- hand contact surfaces such as light switches and door handles
- cobwebs around old door to rear preparation

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

- mdf or chipboard shelves
- wooden skirting in main preparation area
- old door to rear preparation, wooden boarding and ledges make hard to clean
- open mastic joint in wall cladding

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

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- fridge shelving
- can opener
- pizza metal mesh trays

Observation You have no complex equipment in use. You do not have a dishwasher.

Cleaning Chemicals / Materials / Equipment and Methods

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

Information You must ensure that the sanitisers you use are 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.

Observation I was pleased to see that your cleaning products were satisfactory. You were using this satisfactorily, and were aware of 2 stage cleaning.

Maintenance

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

- wall surfaces
- loose coving at wall floor junction
- seal gone to cladding on wall

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- the lighting was insufficient for safe food preparation and cleaning. Bulbs were missing/defective in places.

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 slip resistance of the floor surface and the type of shoes worn by staff should be reviewed).

Pest Control

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises. The last report showed no issues.

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

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

Information You are logging additional temperature records.

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

Contravention The control methods you have put in place at the following critical control points are not sufficient:

- bacteria growing on food

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- Daily Diary- this needs to be kept even though you are maintaining some other records.
- 4-weekly checks

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.

Recommendation Obtain your waste transfer note.

Training

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: www.norwich.gov.uk

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Observation I was pleased to see that food handlers had been formally 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.

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

Allergens

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

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 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.

Contravention You still need to make changes with regard to the new legislation. Please find a leaflet attached. There are free online courses available at www.food.gov.uk