



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:	20/04/2022
Risk rating reference:	22/00271/FOOD
Premises reference:	15/00314/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	Training Certificates/records, SFBB, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizza and kebab 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
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 2 - improvement is necessary



Food Hygiene Rating Re-Scoring Visit

Date: 11th May 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 3 – a generally satisfactory standard



Inspectors notes:

I was pleased you had attended to the cleaning matters; you had removed the dirty microwave oven and discarded the can opener; ceiling tiles had been cleaned and the defective ceiling tile replaced.

Some cross contamination issues had been addressed; raw burgers had been removed from the display chiller (where they had been placed next to grated cheese and open salad vegetables) and placed in the fridge underneath. However, you were still storing ready-to-eat (RTE) food, like prepared salad and chilli sauce, in the same types of container as raw meat (and without a dishwasher I was not satisfied you were able adequately disinfect the containers between uses). Provide marinating raw meat with dedicated containers and lids which are washed and stored separately from containers used for RTE foods. Fridge

storage protocols remained poor. Always store raw meat under RTE food in the fridge (not alongside it).

You had replaced the worn and old cutting boards.

Your Safer Food Better Business pack had been filled in correctly but the safe methods in the pack (fridge storage protocols and preventing cross contamination) had not been followed.

Staff training was inadequate.

The food allergens present in the food you sell had still to be identified.

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. There are significant lapses in safe food handling practices and procedures. You are failing to apply some of the controls needed to prevent cross-contamination. **(Score 15)**

Contamination risks

Contravention The following exposed ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- raw foods were stored above ready to eat foods
- eggs were stored above ready to eat foods
- open raw burgers stored next to open grated cheese and prepared salad vegetables in front display chiller

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:

- The containers used for prepared salad could not be distinguished from containers used for marinating raw meat. Get separate and distinguishable containers for each and ensure they are washed and stored 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:

- chopping boards
- storage containers

Legal Requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

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

Hand-washing

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

- staff were not seen washing their hands when I visited
- wash hand basins were dirty

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

Information View the video on good handwashing technique at <https://www.youtube.com/watch?v=VyIx2K2vhKI>

Information Handwashing is required:

- before handling ready-to-eat food
- after touching raw food and its packaging, including unwashed fruit and vegetables
- after a break/smoking
- after going to the toilet
- after cleaning
- after removing waste
- after blowing your nose

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 wearing their protective clothing on their way to work
- staff were changing into work clothes at home

Temperature Control

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

- cold foods, for service, were being kept above 8 degrees Celsius for over 4 hours ie. prepared lettuce piled too high in front display chiller

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:

- poor fridge storage protocols
- open ready to eat food exposed to sources of contamination from the bacteria on raw meat
- walk in freezer completely full with food stored directly on the floor (including doner kebabs)
- handle of tongs left touching open salad
- cleaning chemicals stored next to cutting boards
- grated cheese left uncovered in fridges
- knives and scrapers in contact with dirty surfaces (wedged between chip fryer/ table and bain marie)

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:

- high level cleaning
- wash hand basin
- pipework under the wash hand basin

- wall/floor junctions especially in the corners

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

- ceiling
- rawplugs and drill holes in wall

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 Improve your housekeeping .

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
- the interior of the microwave
- can opener blade
- chopping boards

Cleaning Chemicals / Materials / Equipment and Methods

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.

Guidance Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697; or other standards that meet the same conditions and requirements.

Maintenance

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

- Ceiling tile misplaced revealing dirty ceiling void

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- the grease filters were missing from the canopy
- no staff changing facilities

Pest Control

Observation The pest controller was not leaving you a report

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)**

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:

- staff training is inadequate

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

- cross-contamination

Proving Your Arrangements are Working Well

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

- cross contamination/ physical or chemical contamination
- personal hygiene / handwashing
- food allergies
- Pack says one thing but you're doing another ie. hats should be worn and staff changing facilities have been made available
- filling in the closing checks box at the start of the day not at the end

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- were not washing their hands often enough
- were using poor food storage practices
- were using poor cross contamination practices

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 A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

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

Allergens

Contravention You are offering or selling pre-packed for direct sale (PPDS) food which does not have the correct allergen labelling:

- you have not identified the allergens present in the food you prepare
- you are not informing customers about the risk of cross contamination with allergens

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Legal Requirement The allergen labelling requirements for pre-packed for direct sale (PPDS) food have changed. Any business that produces PPDS food is required to label the food to show the name of the food and the ingredients list with the 14 allergens required to be declared by law emphasised within it.

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

Information Prepacked for direct sale (PPDS) food, is food that is packaged at the same place it is offered or sold to consumers, and is in this packaging before it is ordered or selected by your customers. The new PPDS allergen labelling will help protect consumers by providing potentially life-saving allergen information on the packaging.

Recommendation For information or advice about pre-packed food for direct sale (PPDS) contact Norfolk Trading Standards on 0344 800 8020 or email trading.standards@norfolk.gov.uk.